



# PHASE III TRAINING PLAN

## Department of Education

## Student Financial Assistance

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## Phase III: *FMS Training Plan*

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## **Executive Summary**

This document, the FMS Phase III Training Plan; addresses all training planning across all customized front end delivery. Support materials are comprised of multiple sets of procedures, delivered at key release dates.

The contents of this deliverable includes the following:

- Task Order 45 Training Task Package Description
- Training Methodology
- Performance Support Strategy
- Assumptions
- Appendix Topics: Audiences for Training, Oracle University (out-of-the-box) Training, Accounting Training Resources, and Business Process Flows (These supporting documents are as of 4/6/2001.)

## **Introduction**

### ***Purpose***

The Training Plan serves as the road map for all of the training activities throughout the Phase III Financial Management System (FMS) implementation.

### ***Task Order 45 Training Task Package Description***

This deliverable supports Task Order 45 with respect to the FMS Training Plan task package. The following information has been taken from Task Order 45:

A Training Plan will be developed as part of the FMS Phase III planning effort. This plan will outline the objectives of the FMS Phase III training effort, break down the steps in the training development process and discuss the need to perform the following steps in the training development process:

- Determine and document “As Is” (if currently exists) and “To Be” Business Flows to the task level for people in all program areas affected by FMS Phase III.
- Develop a Training Needs Analysis by comparing “As Is” and “To Be” business environments, determine audiences affected and identify the skills requiring training.

- Design and develop training support materials for identified audiences based on new skills determined via the Training Needs Analysis.
- Educate FMS users on upcoming changes to their daily roles, responsibilities, and procedures
- Promote the benefits of FMS
- Update Implementation Strategy for FMS Functionality and Operations Support

The Modernization Partner training team will perform a Training Needs Analysis for each of the FMS Phase III program areas. This analysis will be used to refine the scope of training design, development and conduct. Training will address the specific business processes that correspond to the delivered FMS Phase III functionality. Training will not cover Accounting Knowledge specific to Government Organizations, SFA Business Process/Policy Skills, Basic PC Skills, and Oracle Out-of-the-Box Functionality. The training team will become involved early on in the business requirements gathering process of Phase III. The training team will use the Tutor software product to document business processes and develop training materials. Training team members will:

1. Attend requirements gathering meetings
2. Assist with documentation and the drilling down of requirements to the task level, and
3. Assist with documentation of business process flows

In addition to these tasks, the training team will coordinate a demonstration of the Tutor software product to showcase its capabilities for SFA personnel.

Based on the Training Needs Analysis and Training Plan, Training Support Materials will be developed to support the conduct of training, as applicable. The scope of training conduct will be documented as part of the Training Plan. Resources required for training conduct will be drawn from existing SFA and Mod Partner staffs. Training Conduct, which cannot be satisfied with the proposed Mod Partner staff (5 FTEs), will need to be augmented.

Work Product:

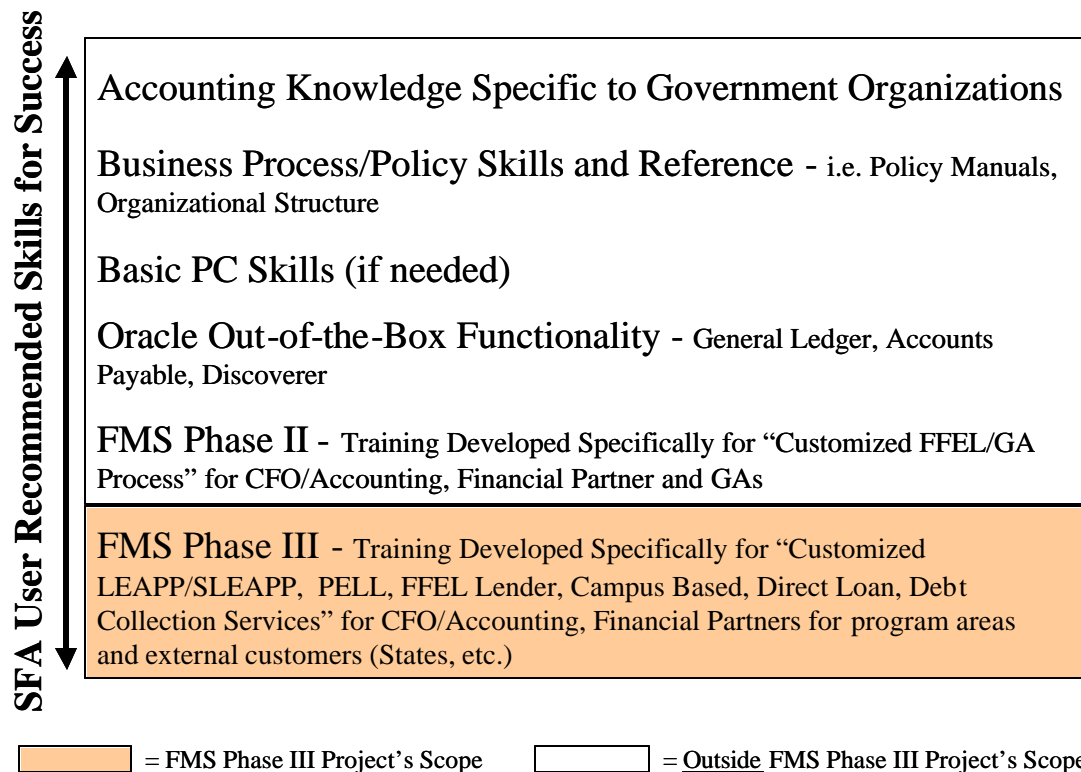
- Training Needs Analysis

Deliverables:

- 45.1.12 FMS Phase III Training Plan
- 45.1.13 FMS Phase III Training Support Materials

### ***Scope of Phase III Training***

Performance on the job depends on employees applying multiple skills to successfully complete job tasks. Each job type requires varied skills that may or may not be related to functions performed in FMS. The following diagram shows varied skills that particular SFA employees may be required to possess to perform their job satisfactorily. The scope of the FMS Phase III training effort will only include those skills related to customized portions of the Oracle Financials system for internal SFA users, and step-by-step processes for external users.



Training will be conducted in a hands-on training environment, where possible, so participants can have "real" practice performing the business functions in FMS. System users have been broken down into two categories, internal and external.

### ***Internal Users***

Hands-on training will be the preferred method of instruction for internal SFA system users. The Training Team will develop two main types of hands-on training: over-the-shoulder and classroom training. Those users trained via over-the-shoulder can play a train-the-trainer role to ensure other users receive instruction. Classroom training is instructor-led training to ensure users are prepared to perform their jobs in FMS.

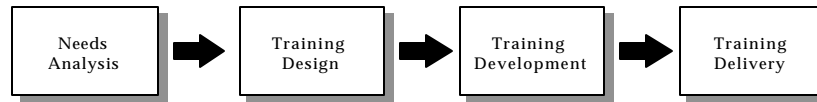
Step-by-step procedural support materials will be supplied to participants, giving them guidance during training. Users will then use these same support materials to support them on their job. The Training Team will coordinate with the Transition and Communication teams to successfully transition employees to their new work environment using the system and to communicate changes in a timely manner.

### ***External Users***

Because classroom and over-the-shoulder training are not practical solutions for the large number of external customers (i.e., States, Schools, Lenders, etc.) using FMS, and due to the cost of travel, hotel, etc., the Training Team will concentrate on the development of intuitive user interfaces and procedure-based documentation. The procedures developed will consist of step-by-step instruction with pictures of system screens. Additionally, the Training Team will coordinate with the Communication Team and the program teams (within the FMS project) to deliver timely communication to all external users.



## **Training Methodology:**



### **Needs Analysis**

An audience analysis will be conducted during Needs Analysis to determine user roles that make up the SFA FMS audience, the desired/necessary skills to perform the role and the SFA FMS functions people will perform to determine their training needs.

As part of the Needs Analysis, Training Team members will coordinate with system design architects to document As Is and To Be Business Process flows, which will be developed for each program area (LEAPP/SLEAPP, Campus Based, PELL, etc.). Comparison between As Is and To Be environments will identify employees and customers affected by process changes and any new functionality these employees and customers will need to perform in FMS.

A Training Audience/ Needs Analysis matrix will be developed for each program affected by the FMS Phase III implementation. The matrix will show the number of people in each department listed along the top of the matrix. During Detailed Design, the roles within these departments should be determined and listed instead of the general department listing. The number of users per role will replace the number of people in each department. Once the curriculum has been further defined, the roles will be matched to the needed training curriculum, giving an overview of user training needs.

A Training Needs Analysis will be conducted to ascertain the desired skills of the system users and to define the training curriculum. Topics and audiences will be determined so that the users receive the appropriate level of training while minimizing the impact of the training on SFA business operations.

### **Training Design**

During training design, the Training Team will finalize the course outlines and begin designing the content, delivery mechanisms, and performance support requirements for each module. Possible training support materials include an online performance

support library, instructor guides, participant guides, user guides and user exercises, etc. Also during training design, the Training Team will confirm training material standards to ensure consistency during the development of the training materials.

An audience analysis will be conducted to determine the user roles that make up the FMS user community. A cross-programmatic comparison will show how changes to multiple programs will affect the jobs of particular audiences identified for training. These roles will then be matched to the new Phase III functionality people will perform using FMS to determine their training needs. This information will be documented in a Training Needs Analysis matrix.

### **Training Development**

Once the course designs are finalized, the Training Team will begin developing the training materials including paper-based training support materials, online procedure library, etc.

### **Training Delivery**

Training will be delivered “just in time” prior to going live with particular program-related FMS functionality.

A majority of programs will be rolled into FMS in the June/July 2000 timeframe. However, the LEAP/SLEAP program is scheduled to go live April 1, 2001. The LEAP/SLEAP program will be treated as a stand-a-lone training, communication and transition release. For all remaining program areas affected by the FMS Phase III effort, SFA CFO/Accounting and Financial Partner employee training will be delivered in the late May-July 2001 timeframe.

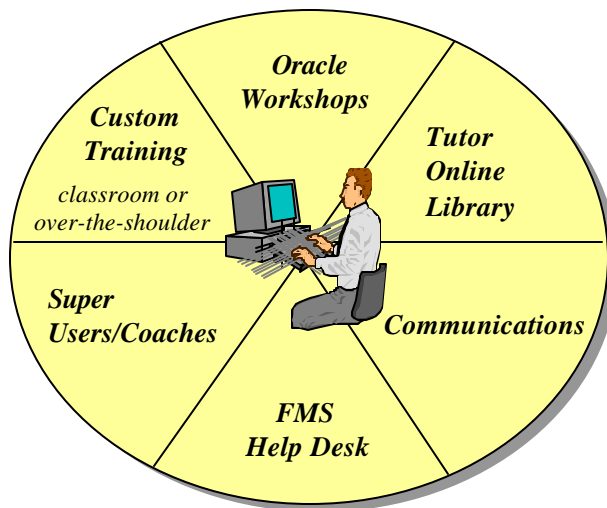
### **Training Team Integration into the Program Teams**

The members of the training team were deployed to the specific program areas (PELL, LEAPP/SLEAP, etc.) at the outset of the project, and facilitate the following:

- ❑ Training Needs Analysis per program (system) area
- ❑ Course Outlines
- ❑ Testing
- ❑ Conduct of Training, as appropriate

## Performance Support Strategy

Performance support includes all methods and tools supplied to employees to support their job performance before, during and after the Phase III FMS implementation. In addition to Phase III user acceptance testing (UAT) and Pilot Testing, other types of performance support activities will be designed to support end-users. These performance support activities include: the Tutor online library, ongoing communications, the FMS Help Desk, the assistance of super users/Coaches, custom classroom or over-the-shoulder training sessions, and Oracle workshops delivered by Oracle University.



### ***Tutor Online Library***

Oracle Tutor is a training development tool that offers the ability to define, document and maintain job-specific desk manuals and training materials. The Tutor online library is designed for both classroom and user workstation assistance, and is organized by the functional areas of the FMS application. Each topic will include an overview of procedures, key points, navigation, and step-by-step detailed directions. The online library is accessible directly from the SFA Website so internal users will have online, point-of-need documentation regarding FMS. Procedural information stored in Tutor will also be used to develop support materials for classroom or over-the-shoulder training.

The Training Team will use the Tutor software product to document procedures for end users. A custom template will be created and used within Tutor, which will provide a consistent look and feel to procedures and training support materials. The training support materials can be produced in either paper-based or HTML (web) format using Tutor's Publisher tool. Additionally, the procedures and support

materials can be easily located and updated on the ED LAN share drive, i.e., SFA Website.

A step-by-step procedure guide will be created for the LEAP/SLEAP program partner. The existing CFO Accounting Division User Guide will be updated as necessary to reflect changes to existing procedures. These procedures will be entered into a repository using the Oracle Tutor product following the go-live date of the online LEAPP/SLEAP form. All out-of-the-box procedures will be loaded to the desktops of those users performing Phase II and LEAP/SLEAP system functionality, and will remain on their desktops until custom and out-of-the-box procedures are made available via a website.

### ***Communications***

As part of the communications effort, users will be provided with information about impacts, benefits, training approach, and training schedules for the Phase III FMS implementation. Training related communications will be carried out as part of the FMS Communication Plan for Phase III.

### ***Help Desk***

Users have access to the FMS Help Desk, which will continue to support them after implementation for any configuration/technical and system use issues. The FMS Help Desk can be contacted via 1-800-433-7327. Help Desk representatives will receive over-the-shoulder training from the Training Team prior to go live. This will supply representatives with system functional knowledge to enable them to support both external and internal users. Level one and level two help desk support is managed under a separate task order.

### ***Super Users/Coaches***

Super users are people who have been involved with the Phase III FMS project prior to implementation and who can support new users as they adapt to the new system. Specifically, these users will be involved in user acceptance testing (UAT) and Pilot Testing. Because the super users have a head start on Oracle Financials navigation and new procedures, they will be able to assist other users in their departments on an as-needed basis. Super users will also encourage others to fully utilize performance support tools, such as the online library, the FMS Help Desk and job aids.

### ***Custom Training – Classroom or Over-the-Shoulder***

The first milestone in Phase III was the LEAP/SLEAP program web-based form release, April 1, 2001. The major external audience affected by the change was State Agencies that will be able to submit a LEAP/SLEAP program application online.

Internal SFA users affected by the FMS implementation of the new LEAP/SLEAP program web application will be a LEAP/SLEAP program partner and a backup (to be identified), and two CFO/Accounting personnel. Because the number of internal users affected is so small, over-the-shoulder training is planned for each of these users. Internal users affected by the change include:

LEAP/SLEAP Program Office - Greg Gerrans and backup (to be identified)  
CFO/Accounting - Jeanette Johnson (Primary User) and Thomasine Riley (Backup)

The second milestone in Phase III will be an award process release for the LEAP/SLEAP program. All additional program areas, including PELL, FFEL Lender Payments, Campus Based, Direct Loan and Debt Collections Services will go live with FMS functionality 8/1. Audience/Training Needs analysis is still being conducted for these programs. Initial results show the major impact will be to the CFO/Accounting division.

### ***Oracle Education***

The Financial Management System is comprised of Oracle's federal financial modules. These include:

- Oracle PS General Ledger, v. 11.0.3
- Oracle PS Accounts Payable, v. 11.0.3
- Oracle PS Accounts Receivable, v. 11.0.3
- Oracle PS Fixed Assets, v. 11.0.3

The implementation approach was to perform a "vanilla" COTS (commercial-off-the-shelf) implementation, with customized front-ends as needed. Oracle University makes available standard training for COTS Oracle Financial application functionality. The Phase III FMS training team focuses on developing the custom training. All available Oracle University training can be viewed by going to the following website: <http://education.oracle.com/wizard/>

Oracle Education offers the following methods to obtain training in Oracle Financials:

- University
- Workshops

🎓 CBTs

🎓 Customized Training

A list of Classes that directly apply to internal FMS users can be seen by viewing the Oracle University Class List and Recommended Oracle University Classes located in Appendix C.

## **Assumptions**

- Users have a basic understanding of computers, computer terms, Windows, Microsoft Excel and Word, a PC keyboard and a mouse
- Users know how to perform the financial functions required for their jobs
- Users have knowledge of new policies and procedures
- Users identified for specific training receive the training in a timely fashion (just prior to need)
- Users have knowledge of Oracle out-of-the-box functionality acquired through Oracle University (or other means) Accounts Payable and General Ledger training sessions, as defined by the Internal SFA Users Responsibility and Training Matrix

## **Appendix A - Audiences for Training**

### ***LEAPP/SLEAPP***

#### **Business Process Flows**

See Appendix D

#### **Training Audience/Needs Analysis Matrix**

For external LEAP/SLEAP program users, initial application form training has been conducted. The following Training Audience/Needs Analysis Matrix combines information on the external and internal audiences requiring training for FMS LEAPP/SLEAPP:



FMS Phase III Training Needs Analysis for LEAPP/SLEAPP	LEAPP/SLEAPP AUDIENCES							
	State Agencies	LEAP/SLEAP Financial Partner Office	ED CFO	SFA CFO Accounting Office	GAPS	Congress	Treasury	OMB
Estimated Number of Participants:	171	1	2	2				
FUNCTIONALITY								
<b><i>bolded procedures represent changes from the current process</i></b>								
1 Funds are appropriated and allotted on an annual basis.						X		X
2 ED CFO receives appropriation/allotment information and posts it to the GAPS.		X						
3 <b>Basic Oracle Navigation.</b>	X	X		X				
4 <b>Sign on to LEAP/SLEAP Oracle System.</b>	X	X	X	X				
5 <b>Enter appropriation amount into SFA FMS GL.*</b>				X				
6 <b>Post obligation journals into Oracle.</b>				X				
7 <b>Send notification to States OF LEAP/SLEAP of application timeframe.</b>	X	X						
8 <b>Complete and submit LEAP/SLEAP application form 1288 on-line.</b>	X							
9 <b>Review LEAP/SLEAP application on-line.</b>	X	X						
10 <b>Amend and update LEAP/SLEAP application on-line.</b>	X	X						
11 <b>Award amounts are calculated in Oracle.</b>		X						
12 <b>Approve LEAP/SLEAP applications.</b>	X	X						
13 <b>Load state awards into SFA FMS GL.</b>				X				
14 <b>Make drawdown request using GAPS.</b>	X				X			
15 GAPS creates payment file in Treasury format.					X			
16 GAPS sends payment file to Treasury.					X		X	
17 Treasury makes payment to States.	X						X	
18 <b>GAPS sends payment confirmation file to SFA FMS GL.**</b>			X	X	X			
19 <b>SFA FMS loads confirmation into SFA FMS GL.**</b>			X	X				
20 Spend funds.	X							
21 Return unused funds at the end of the award year.	X							
22 Reallocate funds to States based on enrollment and eligibility. Calculations for reallocated award amounts are made using an Excel spreadsheet.	X	X						
23 <b>Award notification of reallocation to States.</b>	X	X						
24 <b>Post reallocations to SFA FMS GL.*</b>								
25 Drawdown re-allocated funds.	X							
26 <b>Routinely monitor expenditures tha SFA LEAP/SLEAP Financial Partner Office receives from GAPS.</b>			X					
27 <b>Monitor LEAP/SLEAP account mapping table.</b>			X					
28 <b>Use Reports.</b>	X	X		X				
Functionality Below Scheduled for Later Date								
29 <b>Complete Performance Report on-line</b>	X							
30 <b>Submit Performance Report on-line.</b>	X							
Review Performance Report on-line.								
31 <b>Approve Performance Report.</b>		X						
* LEAP/SLEAP will manually post to both the SFA FMS and ED CFO GLs during the first year only of the new LEAP/SLEAP system.								
**GAPS will send information to both the ED CFO GL and the SFA FMS GL during the first year of the new LEAP/SLEAP system.								

## **LEAPP/SLEAPP External Customers:**

### ***State Agencies/Territories***

Training to be provided to State Agencies/Territories will include:

An early mailing to all State Agencies/Territories to communicate awareness of the online form and a security application form to be completed and sent in to acquire access to the online LEAP/SLEAP program form. A "Coming Attractions" theme will be used to communicate to the States via E-mail, websites, etc.

A step-by-step procedural instruction document will be developed and mailed to State Agencies/Territories prior to go live. The procedural instruction will include the following outlined topics:

- Overview of new submission process*
- Form 1288 submission process benefits*
- Form 1288 submission process*
- User ID and Password*
- Sign-on*
- Navigating in Oracle*
- Roles*
- Correctly complete all required fields on the Form 1288*
- Submit the Form 1288 to SFA within allotted timeframe and review with SFA LEAP Financial Partner Office*
- View and Print Application*
- Form Certification*
- Drawdown funds from GAPS*
- Correctly complete Performance Report*
- Submit the Performance Report within allotted timeframe and review with SFA*
- Query on Reports*
- Search for Reports*
- View and Print Reports*

Training will be delivered to the State Agencies/Territories through Detailed Training Support Materials with Screenshots. The Support Materials will be delivered to the State Agencies/Territories with all necessary instructions using a "movie theme" delivery approach. We will also send an electronic copy of the Detailed Training Support Materials in tandem with the hard copy sent by mail.

## **LEAPP/SLEAPP Internal Customers:**

### ***SFA LEAP/SLEAP Financial Partner Office***

Training will be delivered to these internal users through over-the-shoulder instruction. The Training Team will also deliver Detailed Training Support Materials with Screenshots to accompany these training sessions, which will be used by these users as desk references.

A step-by-step procedural instruction document will be delivered prior to the release 3.1 business need. The procedural instruction will include the following topics:

- Overview of new submission process*
- Form 1288 submission process benefits*
- Form 1288 submission process*
- User ID and Password*
- Sign-on*
- Navigating in Oracle*
- Roles*
- State Notification of LEAP/SLEAP Funds Availability*
- View and Print Application*
- Form Review*
- Form Certification*
- Award Calculation*
- Award Notification*
- Fund Reallocation*
- Performance Report*
- Query on Reports*
- Search for Reports*
- View and Print Reports*

It is highly recommended that all internal users attend Oracle Financials Accounts Payable and General Ledger out-of-the-box training as specified in Oracle training needs assessment.

### ***SFA CFO Accounting***

Training will be delivered to these internal users through over-the-shoulder instruction. The Training Team will also deliver Detailed Training Support Materials with Screenshots to accompany these training sessions, which will be used by these users as desk references.

A step-by-step procedural instruction document will be delivered prior to the release 3.2 go live (that will be the first release that requires SFA CFO processing). The procedural instruction will include the following topics:

*Overview of new submission process*  
*Form 1288 submission process benefits*  
*Form 1288 submission process*  
*User ID and Password*  
*Sign-on*  
*Navigating in Oracle*  
*Roles*  
*Post budget journals in Oracle*  
*Post accounting information from GAPS*  
*Post obligation journals, adjustments and reallocations*  
*Routinely monitor expenditures that SFA LEAP/SLEAP Financial Partner office receives from GAPS*  
*Maintain LEAP/SLEAP account mapping*

It is highly recommended that all internal users attend Oracle Financials Accounts Payable and General Ledger out-of-the-box training as specified in Oracle training needs assessment.

### **LEAPP/SLEAPP Training Approach**

<b>Audience Segment:</b>	State Agencies (with Territories)	LEAPP/SLEAPP Financial Partner	CFO/Accounting assigned to LEAPP/SLEAPP
<b>Size:</b>	171	1 Greg Gerrans (primary) Ora Chowbay (backup)	2 (Primary + Backup)
<b>Recommended Approach:</b>	<ul style="list-style-type: none"> <li>Supply step-by-step procedures to complete the online LEAPP/SLEAPP application</li> </ul>	<ul style="list-style-type: none"> <li>Over-the-shoulder train main user (Greg Gerrans), with the understanding that he will train a backup, as necessary</li> </ul>	Over-the-shoulder train two users (Jeanette Johnson, Primary and Thomasine Riley, Secondary) in CFO/Accounting
<b>Training Media with Delivery Dates:</b>	<ul style="list-style-type: none"> <li>Paper-based procedural instruction on LEAPP/SLEAPP online application (3/26/01 mailout)</li> <li>Post procedures on National Association of State Student Grant &amp; Aid Programs website posting date</li> <li>Email electronic copy of procedures directly to each State user (4/02/01 send date)</li> </ul>	<ul style="list-style-type: none"> <li>Oracle Accounts Payable OOB Procedures supplied on desktop (4/2/01)</li> <li>Custom FMS Over-the-shoulder training during User Acceptance and Pilot Testing using draft of procedures, just prior to go live</li> <li>Custom paper-based procedures at go live, which will be converted to web-based procedures using Oracle Tutor prior to completion of Phase III.</li> <li>Extended support from the Training Team during initial go-live activity and from FMS Operations thereafter (Help Desk)</li> </ul>	<ul style="list-style-type: none"> <li>Oracle General Ledger and Accounts Payable OOB Training highly recommended</li> <li>Custom paper-based procedures at go live, which will be converted to web-based procedures using Oracle Tutor prior to completion of Phase III.</li> <li>Custom FMS Over-the-shoulder training during User Acceptance and Pilot Testing, just prior to go live</li> <li>Extended support from the Training Team during initial go-live activity and from FMS Operations thereafter (Help Desk)</li> </ul>
<b>Estimated Duration:</b>	Self-paced	3 days of User Acceptance and Pilot Testing	3 days of User Acceptance and Pilot Testing
<b>Target Training Dates:</b>	4/02/01	Late March for UAT and April/May for extended support	Prior to release 3.2 and May for extended support

## *PELL*

### **Business Process Flows**

See Appendix D

### **Training Audience/Needs Analysis Matrix (To Be Completed)**

The following Training Audience/Needs Analysis Matrix combines information on external and internal audiences requiring training for FMS PELL program:

FMS Phase III Training Needs Analysis	AUDIENCES within PELL							
	Pell Program Office	Pell System Administrators	Inspector General	CFO Financial Accounting	CFO Financial Reporting	Case Management	SFA Operations/Systems	CFO Budget Shop
Estimated Number of Participants:	12	12						
FUNCTIONALITY								
Input vendor data		X					X	
Correct vendor data	X	X					X	
Obtain query information	X	X	X	X	X	X	X	X
Understand AP process- manual approvals	X			X	X		X	
Interface to FMS (upload journal entries and AP invoice information)	X	X					X	
Inquiry Capability	X	X	X	X			X	X
Define account mapping structure					X		X	
Interface to GAPS							X	
Transmit Disbursement Record summary to FMS	X	X					X	
Authorize increases to institutions obligations	X						X	
Financial/Fund control in Oracle with FMS	X						X	X
Create payment invoices in Oracle Accounts Payable (FMS)	X						X	
Post to Oracle General Ledger				X			X	
Compile Electronic Statement of Account information							X	
Post Journal entries to ED CFO General Ledger (FMSS GL)				X			X	
Create and transmit GAPS file							X	
Develop financial reports that compare and analyze program budgets to actual expenditures	X				X		X	X
Query PEPS	X	X		X	X	X	X	X
Review and approve data	X						X	
Approve payment invoices in Oracle Accounts Payable (FMS)				X			X	
Submit batches to RFMS							X	
Validate confirmation sent to FMS from GAPS				X	X		X	
Reconcile data sent from FMS AP to GL				X	X		X	
Query FMS to create financial reports	X				X		X	

### **Training Approach (To Be Completed)**

## ***FFEL Lender Program***

### **Business Process Flows**

See Appendix D

### **Training Audience/Needs Analysis Matrix for Interim FFEL Solution (To Be Completed)**

The following Training Audience/Needs Analysis Matrix combines information on external and internal audiences requiring training for Interim FMS FFEL Lender program:

FMS Phase III Training Needs Analysis for FFEL Lender - Interim		Lenders	FP - Financial Parnters	SFA Accounting Office
	Estimated Number of Participants:		12	6
FUNCTIONALITY				
	Translate accounting files from Raytheon to SFA ACCS*			X
	Load files to SFA GL			X
	Run files through the Splitter Process			X
	Transfer files to ED CFO IEFARS			X



### **Training Audience/Needs Analysis Matrix for Final FFEL Solution (To Be Completed)**

The following Training Audience/Needs Analysis Matrix combines information on external and internal audiences requiring training for Final FMS FFEL Lender program:

	FMS Phase III Training Needs Analysis for FFEL Lender	FFEL Lender AUDIENCES				
		Lenders	FP - Financial Parnters	SFA Accounting Office		
	Estimated Number of Participants:		12	6		
FUNCTIONALITY						
	Complete and submit Form 799 on-line.	X				
	Review Form 799 on-line.		X			
	Accept Form 799 on-line.		X			
	Reject Form 799 on-line and enter comments.		X			
	Review Invoice.		X			
	Approve Invoice.		X			
	Put hold on Invoice.		X			
	Acces SOA Report.	X	X			
	Create payment batches.			X		
	Review and modify payment batch.			X		
	Format payment batch.			X		
	Confirm payment batch.			X		
	Post payment batch to SFA FMS GL.			X		
	Transfer files to ED CFO.			X		
	Enter Treasury Confirmation number			X		

### **Training Approach (To Be Completed)**

*Campus Based*

**Business Process Flows**

See Appendix D

## Training Audience/Needs Analysis Matrix (To Be Completed)

The following Training Audience/Needs Analysis Matrix combines information on external and internal audiences requiring training for FMS Campus Based program:

A/M	FMS Phase III Training Needs Analysis	AUDIENCES within CAMPUS BASED						
		Campus Based Systems/Operations	Inspector General	CFO Financial Accounting	CFO Financial Reporting	Case Management	SFA Operations-Systems	CFO Budget Shop
	Estimated Number of Participants:	10						
	<b>FUNCTIONALITY</b>							
	<b>Campus-Based Budgets</b>							
M	Load Campus-Based appropriations into the FMS GL Interface			X			X	X
A	Import appropriations into FMS GL using a standard API import process						X	
	<b>Campus-Based Award Process</b>							
M	Transmit CBS awards to SFA-FMS	X						
M	Resolve errors for files transmitted from CBS to FMS	X					X	
M	Load awards into the FMS GL interface table using the Account Mapping Form			X			X	
A	Run GL API import process to import awards into FMS GL			X			X	
M	Correct GL import errors						X	
M	Post awards as journal entries into FMS GL using the Oracle Journal import utility			X			X	
M	Create and send file with the CBS awards amounts extracted from FMS GL to GAPS			X			X	
M	Load CB drawdown data file (received from GAPS) into the FMS GL Interface table via the Account Mapping Form			X			X	
A	Run GL API import process to Import drawdowns into FMS GL			X			X	
M	Post drawdown info as journal entries into FMS GL using the Oracle Journal import utility			X			X	
	<b>Campus-Based Teacher Cancellations</b>							
M	Transmit CBS teacher cancellation payments to SFA-FMS	X						
M	Load teacher cancellation payments into FMS AP Interface table using the Account Mapping Form			X			X	
A	Run the AP Invoice Import process to import teacher cancellation payment invoices into FMS AP			X			X	
M	Correct AP import errors						X	
M	Approve the teacher cancellation payment invoice batch			X			X	
A	The "Payables Transfer To General Ledger" and "Create Journal" programs are executed. The programs will create an obligation and transfer the obligation (with the accounting distributions) to the General Ledger			X			X	
A	Translate the teacher cancellation payment invoices (created in AP) into the GAPS-compatible record format						X	
M	Transmit the teacher cancellation payments (in GAPS-format) to GAPS for processing			X			X	
	<b>Campus-Based returns/refunds/drawdown adjustments/offsets</b>							
M	Transmit returns/refunds/drawdown adjustments/offsets (in GAPS) to SFA-FMS							
M	Load CB returns/refunds/drawdown adjustments/offsets (received from GAPS) into FMS GL Interface table			X			X	
A	Run GL API import process to import returns/refunds/drawdown adjustments/offsets into FMS GL			X			X	
M	Post returns/refunds/drawdown adjustments/offsets info as journal entries into FMS GL using the Oracle Journal import utility			X			X	
	<b>Campus-Based Treasury Confirmations</b>							
M	Transmit Treasury Confirmations (in GAPS) to SFA-FMS							
M	Load CB Treasury Confirmations (received from GAPS) into FMS GL Interface Table			X			X	
A	Run GL API import process to import Treasury Confirmations into FMS GL			X			X	
M	Post Treasury Confirmation info as journal entries into FMS GL using the Oracle Journal import utility			X			X	
	<b>Perkins Loan Balance Sheet</b>							
M	Extract Perkins Loan Balance Sheet information (Sect. IIIa of the FISAP) from CBS into a file and transmit it to FMS GL	X						
M	Load Perkins Loan Balance Sheet information into the FMS GL interface table			X			X	
A	Run GL API import process to import Perkins Loan Balance Sheet information into FMS GL			X			X	
M	Correct GL import errors						X	

**Training Approach (To Be Completed)**

## ***Direct Loan***

### **Business Process Flows**

See Appendix D

### **Training Audience/Needs Analysis Matrix (To Be Completed)**

The following Training Audience/Needs Analysis Matrix combines information on external and internal audiences requiring training for Interim FMS Direct Loan program:

Direct Loan Internal Audiences	Loan Consolidation	Loan Origination	Loan Servicing	SFA CFO Accounting	ED CFO Accounting	School Channel Cost Control Accounts (CCA's)	Direct Loan External Audiences	10 Regional Centers	Affiliated Computer Services (ACS) (Direct Loan Servicing System) Rockville, MD
Internal Audience # of Participants							External Audience # of Participants		3
Functionality (Tasks)									
Batch Creation Facility									X
Batch Status Display									X
Batch Post Facility									X
Journal Voucher Creation									X
Post Process Status Review									X
General Ledger Error Correction									X

### **Training Approach (To Be Completed)**

## *Debt Collection Services*

### **Business Process Flows**

See Appendix D

### **Training Audience/Needs Analysis Matrix (To Be Completed)**

The following Training Audience/Needs Analysis Matrix combines information on external and internal audiences requiring training for Interim FMS Debt Collection Services program:

		AUDIENCES FOR Debt Collection Services (DCS)					
		SFA CFO Personnel	ED Personnel	Debt Collection Operations Personnel	Regional Service Centers at Atlanta, Chicago, and San Francisco (pg 11, Phase III Implementation Approach doc)	Raytheon (operates and maintains the DCS system).	Financial Reporting
Estimated Number of Participants:							

### **Training Approach (To Be Completed)**

*Title IV Drawdown*

**Training Audience/Needs Analysis Matrix (To Be Completed)**

**Training Approach (To Be Completed)**

## Appendix B – Oracle University (Out-of-the-Box) Training

### *Complete List of Oracle 11 Classes Offered by Oracle University*

<b>Title</b>	<b>ID</b>
<b>Oracle General Ledger Release 11</b>	14013
Oracle Inventory Release 11	14026
<b>Oracle Payables Release 11</b>	14014
Oracle Purchasing Release 11	D10097
Oracle Receivables Release 11	14015
Oracle General Ledger Reporting (Advanced) Release 11	14127
Oracle Assets Release 11	14016
Oracle Order Entry/Shipping Release 11	14037
Oracle Applications Desktop Integrator Version 5.0 for Oracle General Ledger Release 11	14078
Oracle General Ledger Reporting for Release 11	14022
Implementing the Oracle Financial Applications: Financial Management Release 11	14245
Oracle Cash Management Release 11	14017
Oracle EDI Gateway Release 11	14012
Overview of the Oracle Financial Applications Release 11	14239
Implementing the Oracle Financial Applications: Procurement Release 11	14246
Implementing the Oracle Financial Applications: Order Fulfillment Release 11	14247
Aim Advantage 3.0 for Practitioners	14248
Oracle Applications: Navigate Release 11	71004
Oracle Receivables: Receipts and Reporting	71005
Oracle Assets: Setup Release 11	71010
Oracle General Ledger: Transactions Release 11	71012
Oracle General Ledger: Consolidations Release 11	71014
Oracle Payables: Suppliers and Invoicing Release 11	71015
Oracle Financials: Implementation Vol. 2 Release 11	71022
Oracle Order Entry: Customers and Order Processing	71029
Analysis and Reporting in Oracle Financial Applications	65101
Multi-Organization in Oracle Applications	65106
Oracle General Ledger Desktop Integrator Release 11	14024
Oracle Applications Desktop Integrator 4.0 for Oracle Assets	14104
Oracle Financials: Implementation Vol. 1 Release 11	71021
Oracle Payables: Payments, Taxes and Freight Release 11	71016
Oracle General Ledger: Budgeting and Reporting Release 11	71013
Oracle Assets: Manage Assets Release 11	71011
Oracle Financials: Introduction Release 11	71008
Oracle Receivables: Customers and Transactions Release 11	71006
Oracle Cash Management: Reconciliation and Forecasting Release 11	71003
Introduction to Oracle Financials Release 11	14005
Multiple Reporting Currencies Within Oracle Applications	14085

*\* Suggested Classes are in Bold*



Recommended Oracle University Classes

**Oracle Payables Release 11**

Course ID: 14014 | Duration: 4 Days | Price: \$2000

Training Method: Instructor-led Training

***Description:***

This course introduces students to set up and use Oracle Payables to manage the accounts payable process. Through hands-on exercises including online labs, students will learn how to manage suppliers, process invoices and payments and submit reports. Students will also learn how to set up tax reporting requirements including Value Added Taxes (VAT), 1099, and withholding taxes. In addition, students learn how to close accounts payable periods and transfer accounting details to the general ledger.

***Audience:***

Managers

Financial Professionals

End Users

Accountants

Implementation Team

Consultants

***Required Prerequisites:***

Knowledge of the accounts payable function

***Suggested Prerequisites:***

None

***Course Objectives:***

Enter and apply prepayments

Create journal entries for transferring to the general ledger

Set up tax reporting requirements

Close accounts payable periods

Enter, review, and approve invoices

Pay invoices and review payments

Set up and manage suppliers

***Course Topics:***

Set Up Suppliers and Supplier Sites

Merge and Set Up Suppliers

Enter Invoices

Match Invoices To Purchase Orders

Enter Credit and Debit Memos

Process Expense Reports

Process Other Invoice Functions

Perform Invoice Inquiry

Load Invoices Electronically

Process Procurement Cards

Process Payments

Set Up Cash Control Features

Set Up Tax Requirements

Complete the AP Cycle

## **Oracle General Ledger Release 11**

Course ID: 14013 | Duration: 5 Days | Price: \$2500

Training Method: Instructor-led Training

### ***Description:***

In Oracle General Ledger students will learn how to use this application to enter journal entries, develop budgets, manage transactions between multiple companies, and prepare financial reports. After students are guided through the general ledger accounting cycle, they will create a set of books by defining a chart of accounts, a calendar, and currencies. Class exercises will give students practice in creating, adjusting, and posting different types of journal entries, producing budgets, entering intercompany transactions, and preparing standard and custom financial reports. Students also learn to how use desktop accounting tools such as GL Desktop Integrator.

### ***Audience:***

End Users

Managers

Consultants

Implementation Team

### ***Required Prerequisites:***

Knowledge of the general accounting functions

### ***Suggested Prerequisites:***

None

### ***Course Objectives:***

Create a set of books by defining a chart of accounts,

Enter and post journals using various methods

Define and maintain budgets

Generate standard and Financial Statement Generator (FSG)

Process foreign and multiple currency transactions

Perform inter-company accounting and consolidate multiple

Enter transactions using average balance processing

Use GL Desktop Integrator

Return to top

### ***Course Topics:***

Create a Chart of Accounts

Create Calendars

Create Currencies

Create a Set of Books

Create Basic Journal Entries

Create Budgets

Use Balancing Accounts

Transfer Balances between Accounts

Set Up Financial Controls

Run Standard Reports

Integrate With Financial Analyzer

Use Foreign Currencies

Set Up a Consolidation Structure

Set up And Use Average Balance Processing

### **Discoverer 3.1 for End Users**

The Complete Course

Course ID: 47111\_TCC | Duration: 2 Days | Price: \$920

Training Method: Instructor-led Training

#### ***Description:***

This course introduces students to the querying and analytical capabilities of Oracle Discoverer 3.1. Students learn to create, modify, run, and refine ad hoc queries. They learn to view, chart, and analyze multidimensional data. They also learn to produce individual ad hoc reports and schedule the reports in batch mode. Finally students are introduced to the features of Discoverer 3i.

#### ***Audience:***

End Users

Technical Support Professionals

#### ***Required Prerequisites:***

Familiarity with Microsoft Windows applications

Familiarity with Web browsers

#### ***Suggested Prerequisites:***

None

#### ***Course Objectives:***

Analyze and chart multidimensional data

Schedule reports in batch mode

Create and open reports using Discoverer 3i

Generate reports and ad hoc queries

#### ***Course Topics:***

Discoverer 3.1 Concepts and the Training Database

Creating Ad-hoc Queries

Managing Queries

Customizing Display Properties

Applying Conditions and Using Parameters

Creating Subqueries

Creating Group Sorts and Applying Summaries

Creating Calculated Items

Analyzing Data with Drills

Scheduling and Managing Reports in Batch-Mode

Analyzing Data Graphically

Importing and Exporting Reports and Command-Line Interface

Using Discoverer 3i

Oracle Discoverer 3i Viewer

## Appendix C - Accounting Training Resources

### *Accounting Classes from the Learning Network Website*

<http://tln.ed.gov/cbt3/newcatalog/catalogoftraining.html>

#### **Principles of Accounting I**

This course covers the theory of accounts, the accounting cycle, and accounting for assets and inventories.

Special journals, subsidiary ledgers and internal control procedures are also included.

#### **Principles of Accounting II**

This course gives a working knowledge of advanced fundamental principles and concepts of accounting for partnerships and corporations. Profit analysis, capital budgeting and managerial decisions are also included.

#### **Basic Federal Government Accounting**

This course is a basic accounting program with a focus on federal government and Department of Education applications. It consists of ten 3-hour modules presented by training and accounting professionals from the Department. The curriculum includes case study assignments modeled on the ED accounting environment to be completed by participants on their own time.

#### **WHO SHOULD ATTEND**

Analysts, technicians, clerical staff, and other individuals in non-financial job categories who have not completed basic accounting or bookkeeping training.

#### **HOW YOU WILL BENEFIT**


- Understand basic financial accounting theory and principles as applied to federal government operations
- Learn to apply federal budgetary and proprietary accounting to ED operations
- Develop foundations to perform entry-level accounting assignments in ED

#### **WHAT YOU WILL COVER**





- Financial accounting theory and principles
- Federal budgetary and proprietary accounting

## ***Financial Classes from the Center for Applied Financial Management***





<http://www.fms.treas.gov/center/Index.html>

 Signifies a Separate Course










### **General Financial Category**

-  11th Annual Government Financial Management Conference
-  Appropriations Law
-  Bridging the GAAP
-  Dollars and Sense




### **Federal Accounting Concepts Category**

-  Accrual World
-  Basic Accounting Concepts
-  Certifying Officers: Your Roles and Responsibilities
-  Survey of Federal Accounting Concepts and Standards

### **Financial Reporting and Reconciliation Category**

-  2001 Year-End Closing Seminar
-  FACTS I/Form & Content Statements
-  FACTS II: The Next Reporting System
-  FMS 224: Statement of Transactions
-  FMS 1219/SF 1220 Course
-  Reconciling the Fund Balance W/Treasury
-  Statements of Budgetary Resources and Financing
-  The OPAC/IPAC Course
-  Unlocking Key Reports


### **Credit Reform Category**

-  Credit Program Accounting and Reporting
-  Direct Loan Programs
-  Loan Guarantee Programs


## ***Financial Classes from the Center for Applied Financial Management***

<http://www.fms.treas.gov/center/Index.html>

 Signifies a Separate Course


 Pre-Credit Reform Loans and Guarantees

 Foreclosed Property in Credit Programs

 Concepts of Present Value


### **Managerial Costing Category**

 Fundamentals of Activity Based Costing

 Winning the Cost War

### **U.S. Standard General Ledger Category**

 SGL: Basic

 SGL: Advanced

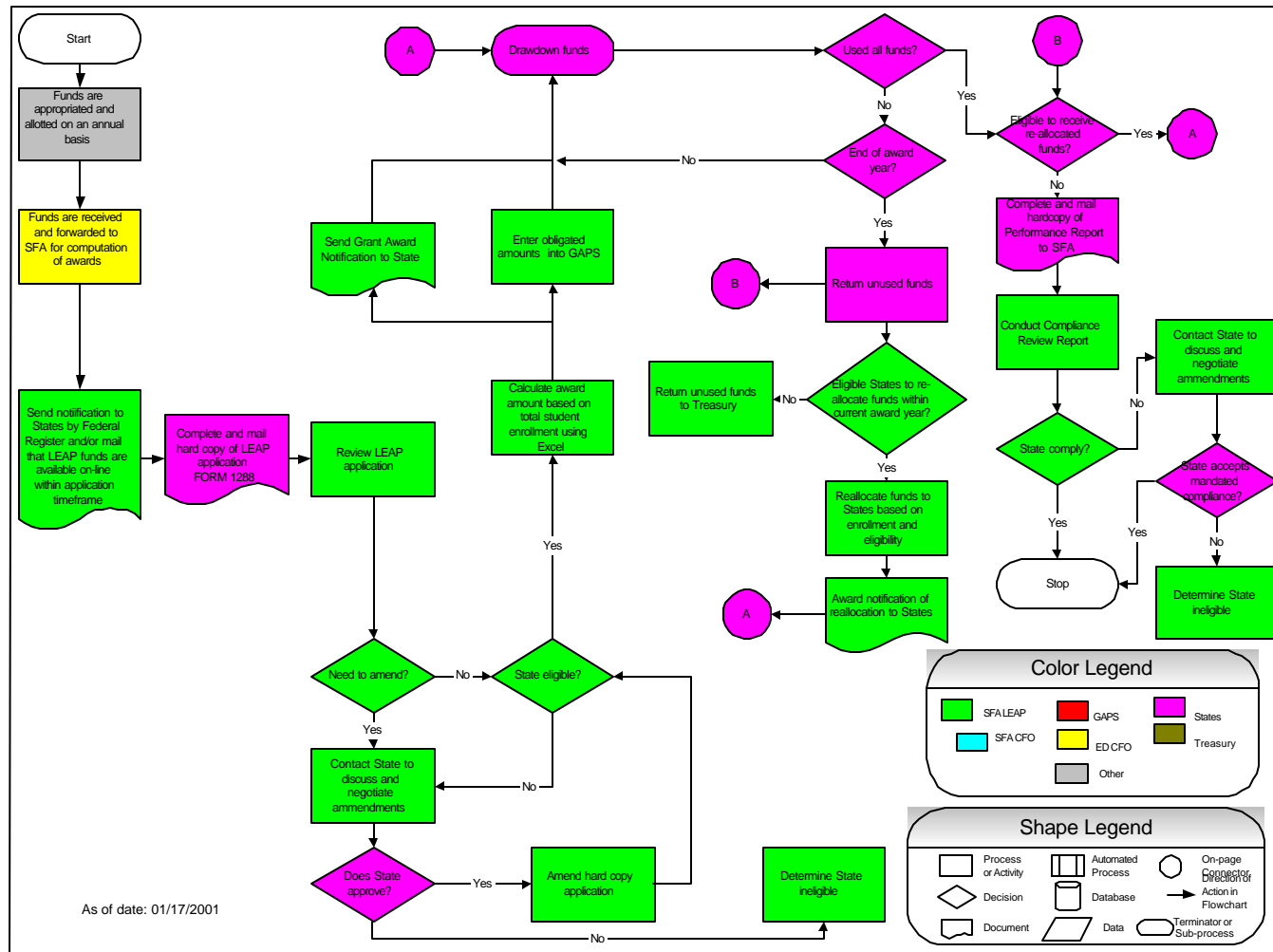
 SGL: Upward and Downward Adjustments

 SGL: Trial Balances and Crosswalks

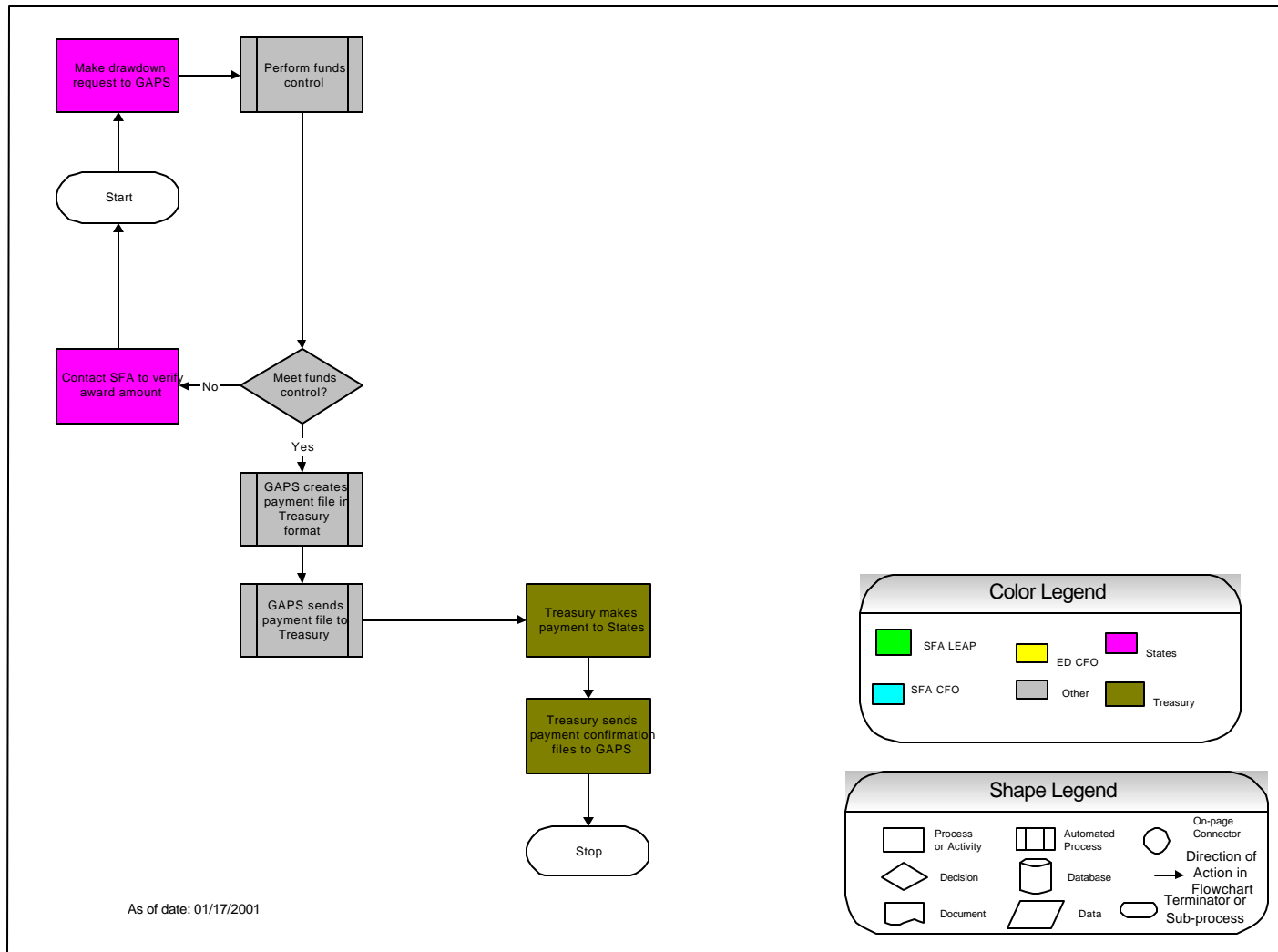
 SGL: Revolving Funds

## Appendix D - Business Process Flows

### LEAPP/SLEAPP – As Is Business Process Flow

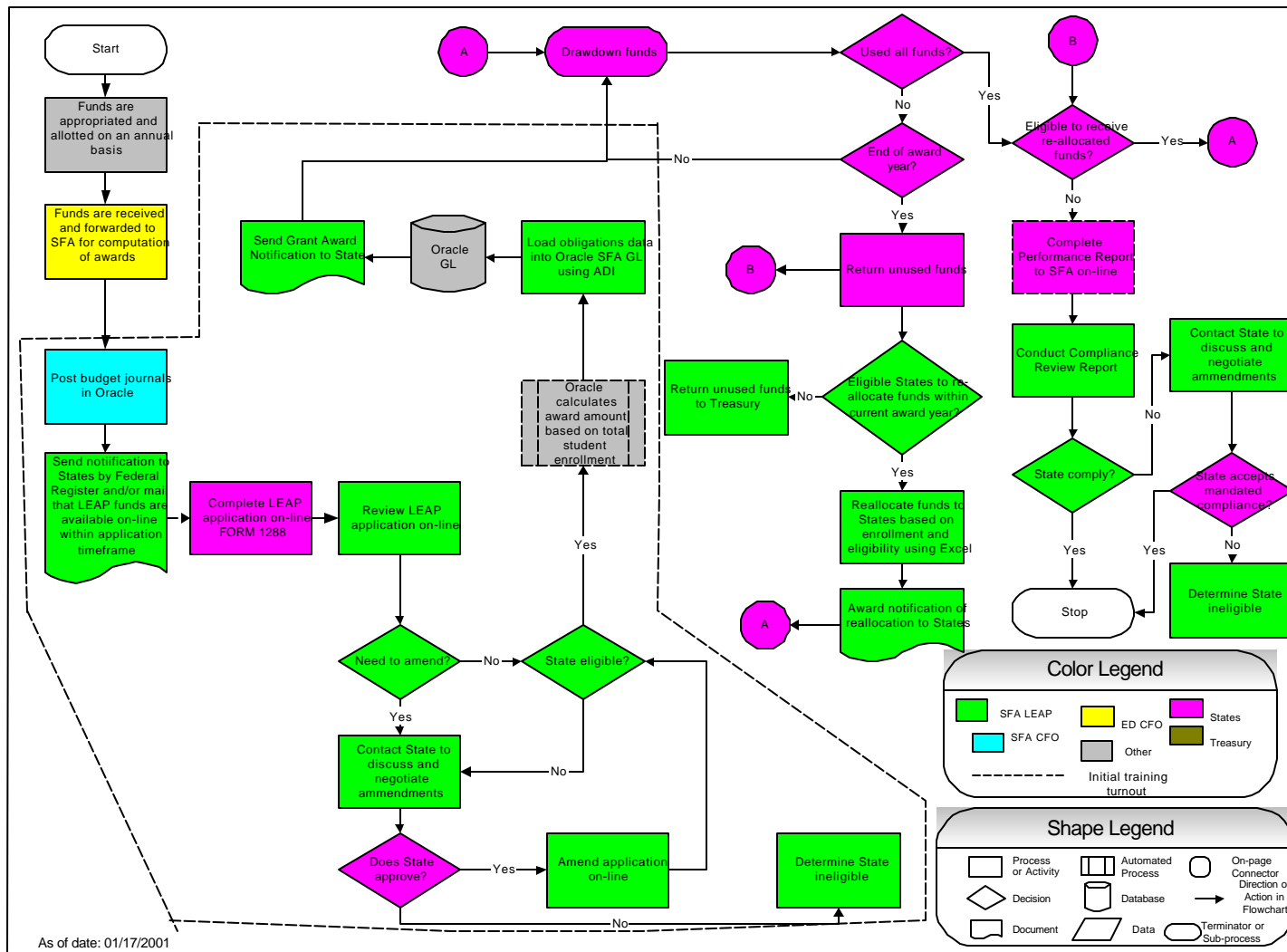


### LEAPP/SLEAPP – As Is Drawdown from GAPS

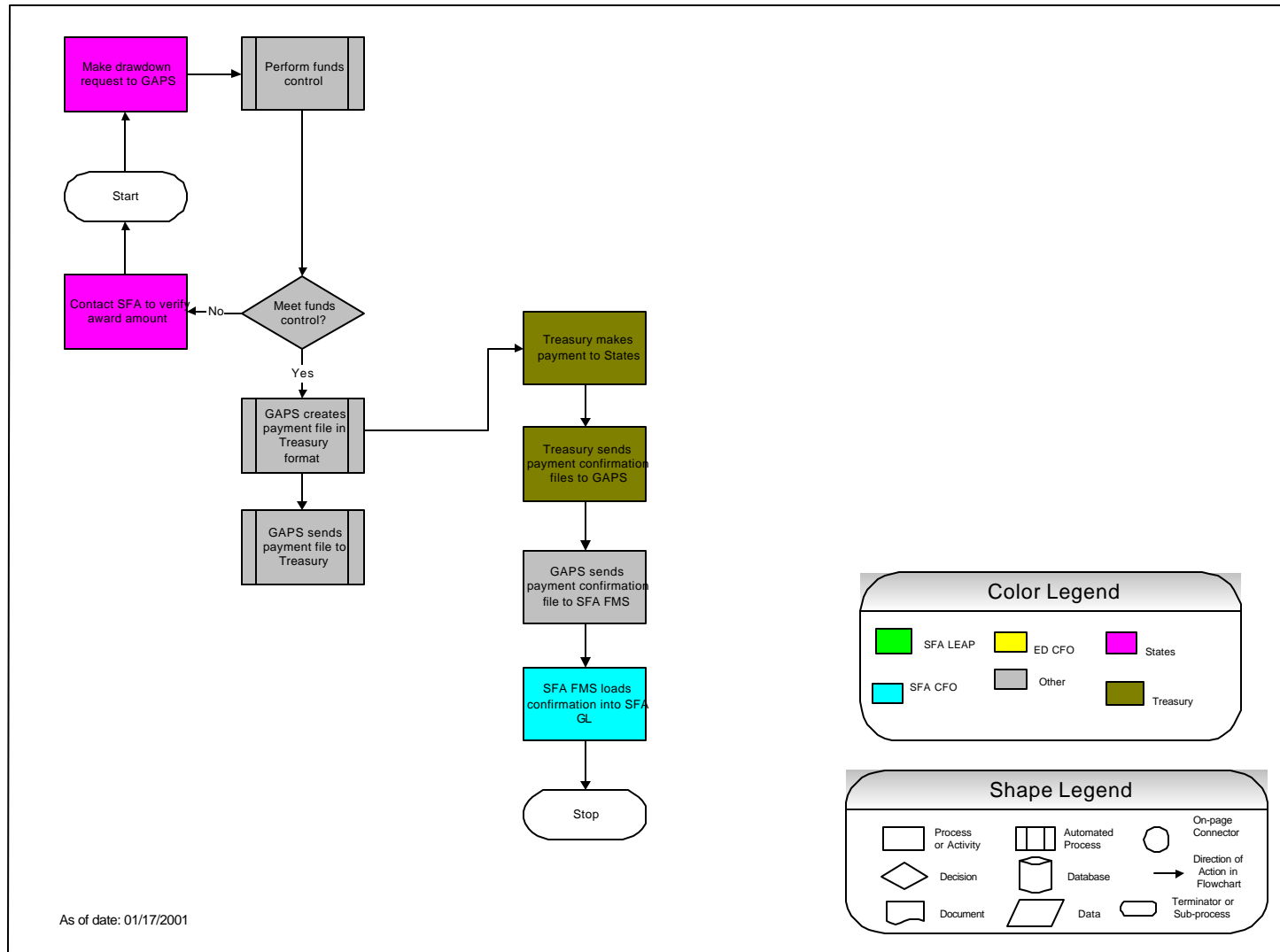


***LEAPP/SLEAPP – To Be Business Process Flow***

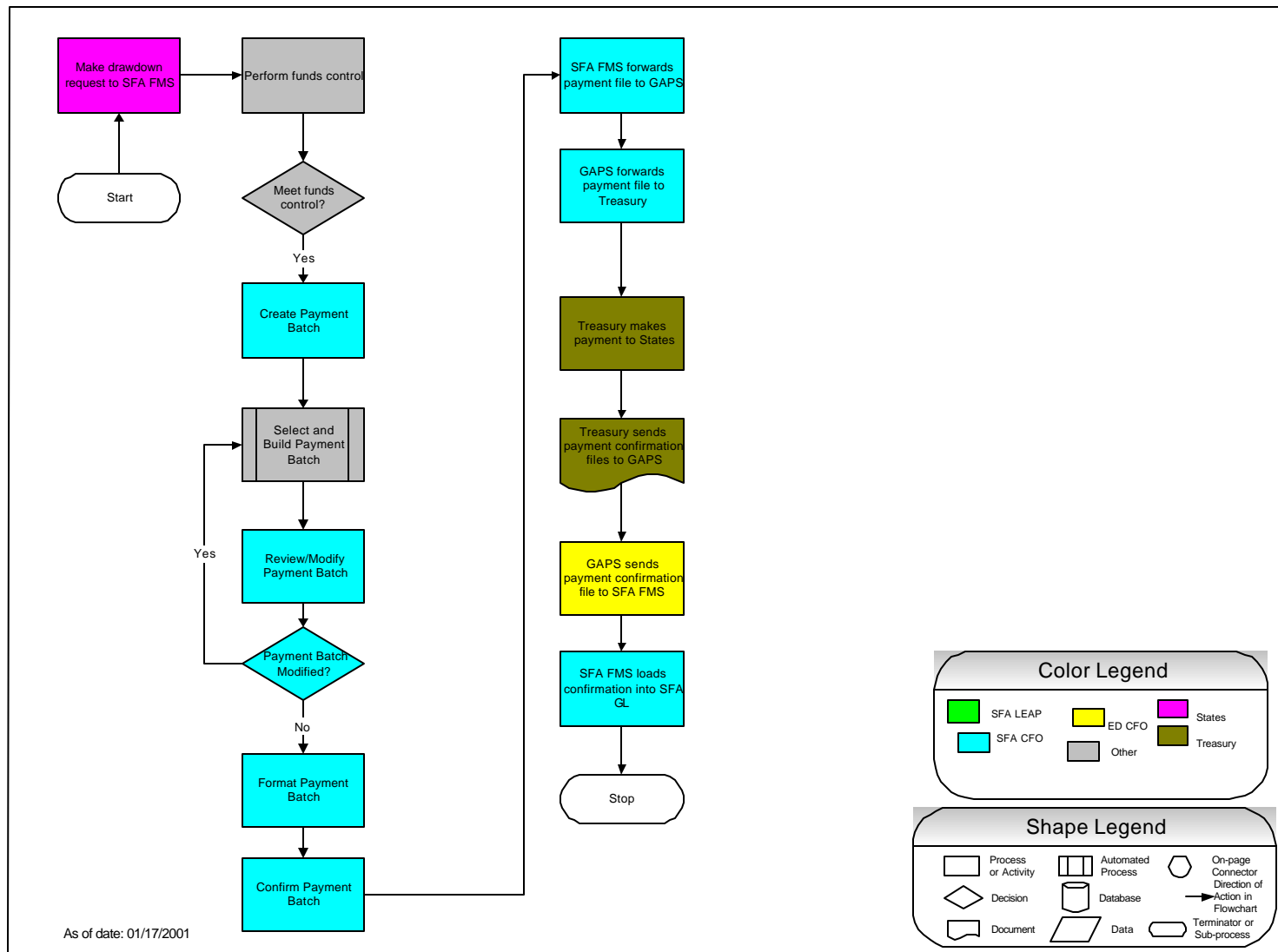




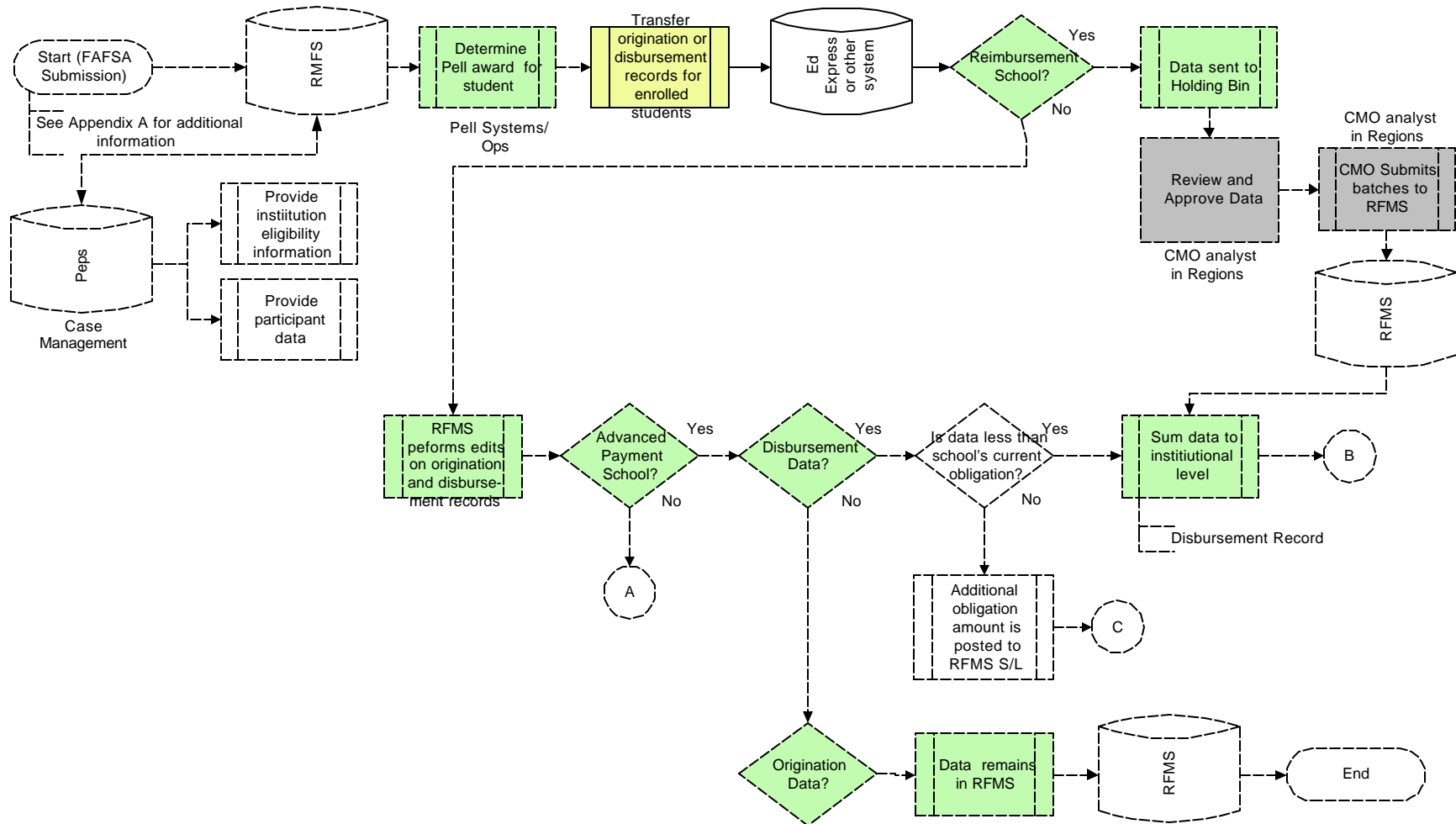
## LEAPP/SLEAPP – To Be Drawdown from GAPS



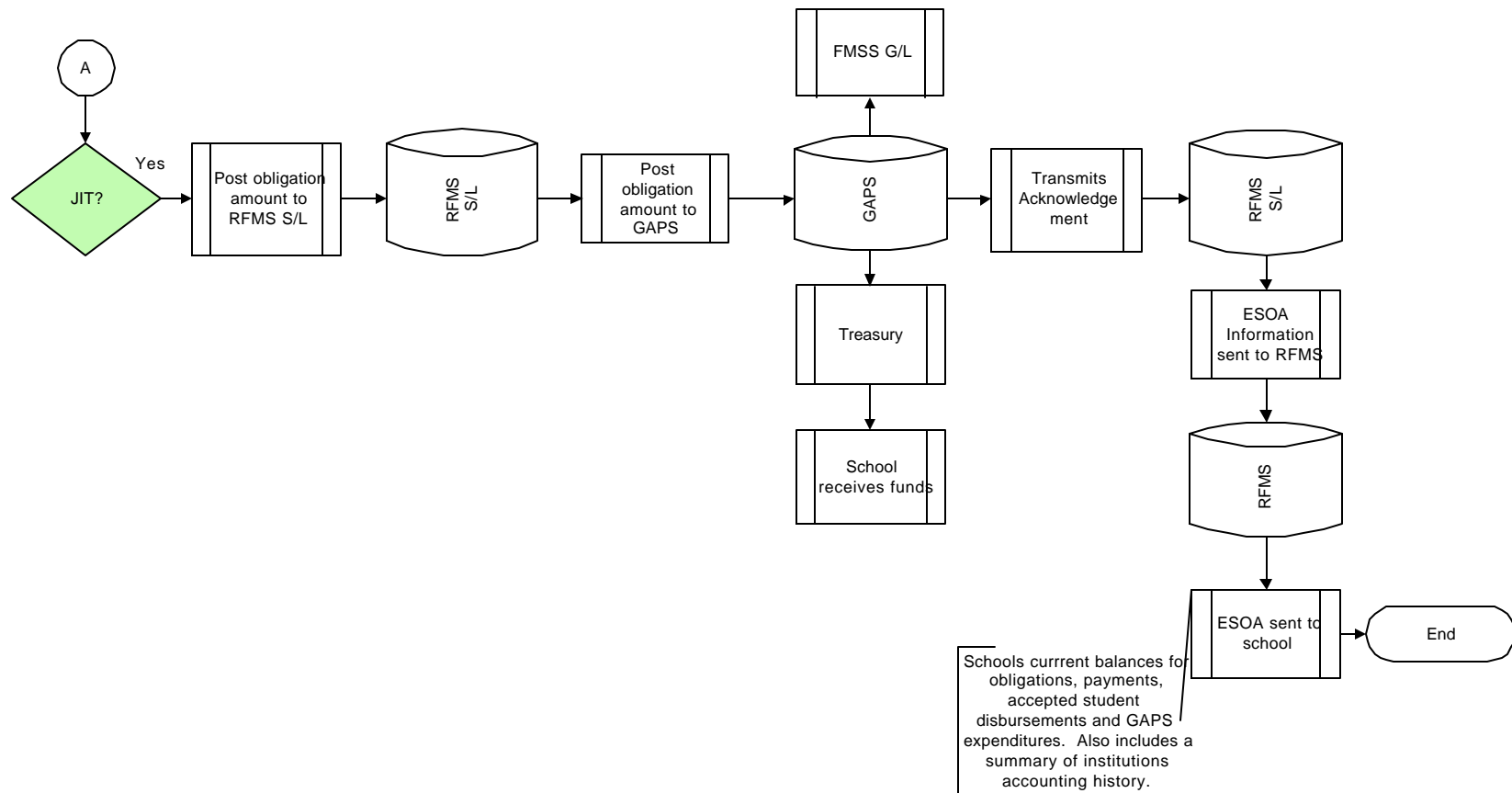
***LEAPP/SLEAPP – To Be Drawdown from SFA FMS***

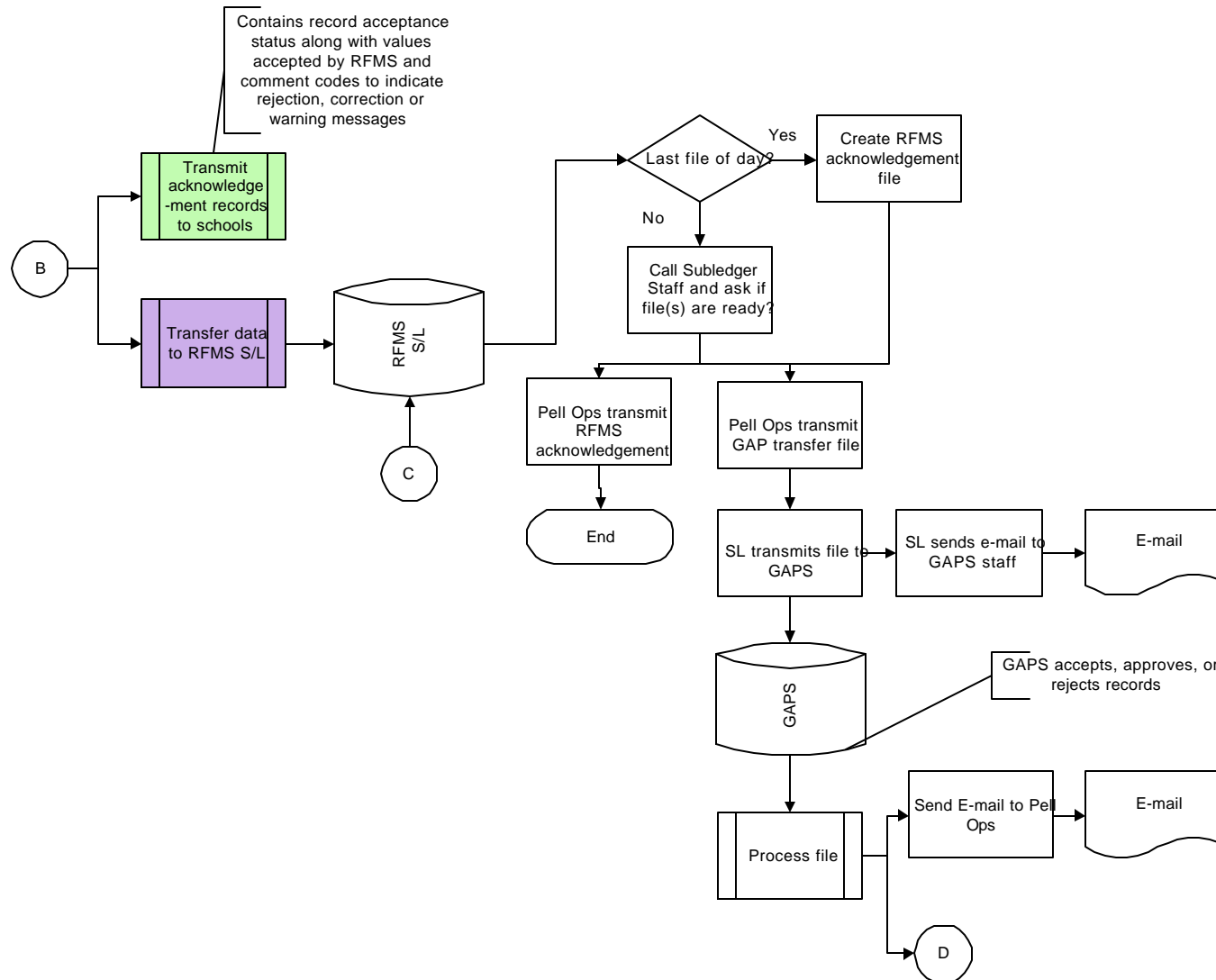


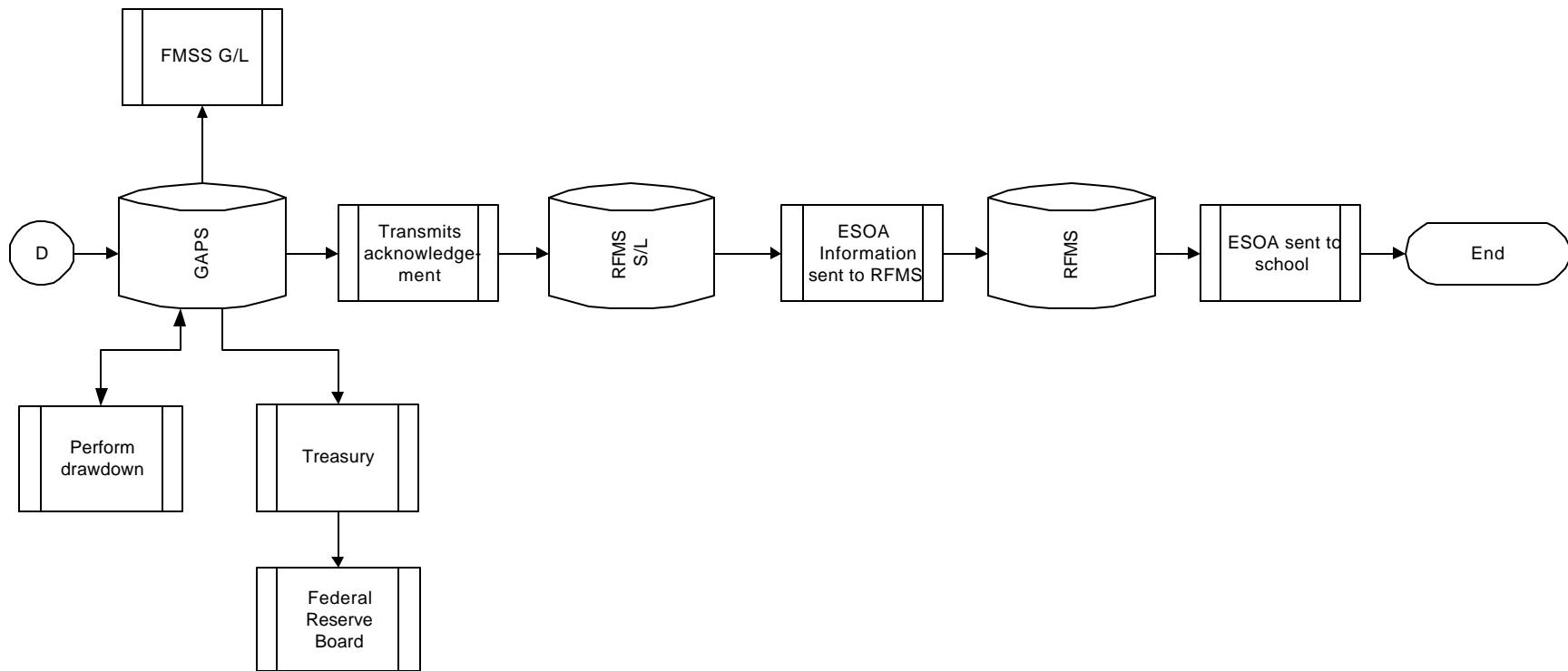
**PELL – As Is Business Process Flow (page 1)**

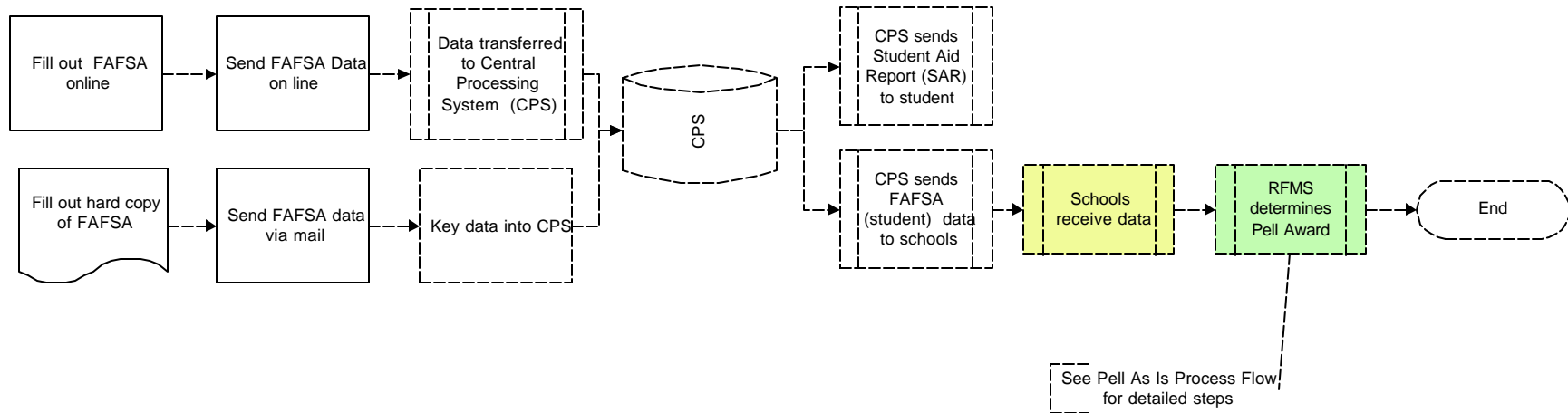


**PELL – As Is Business Process Flow (Page 2)**



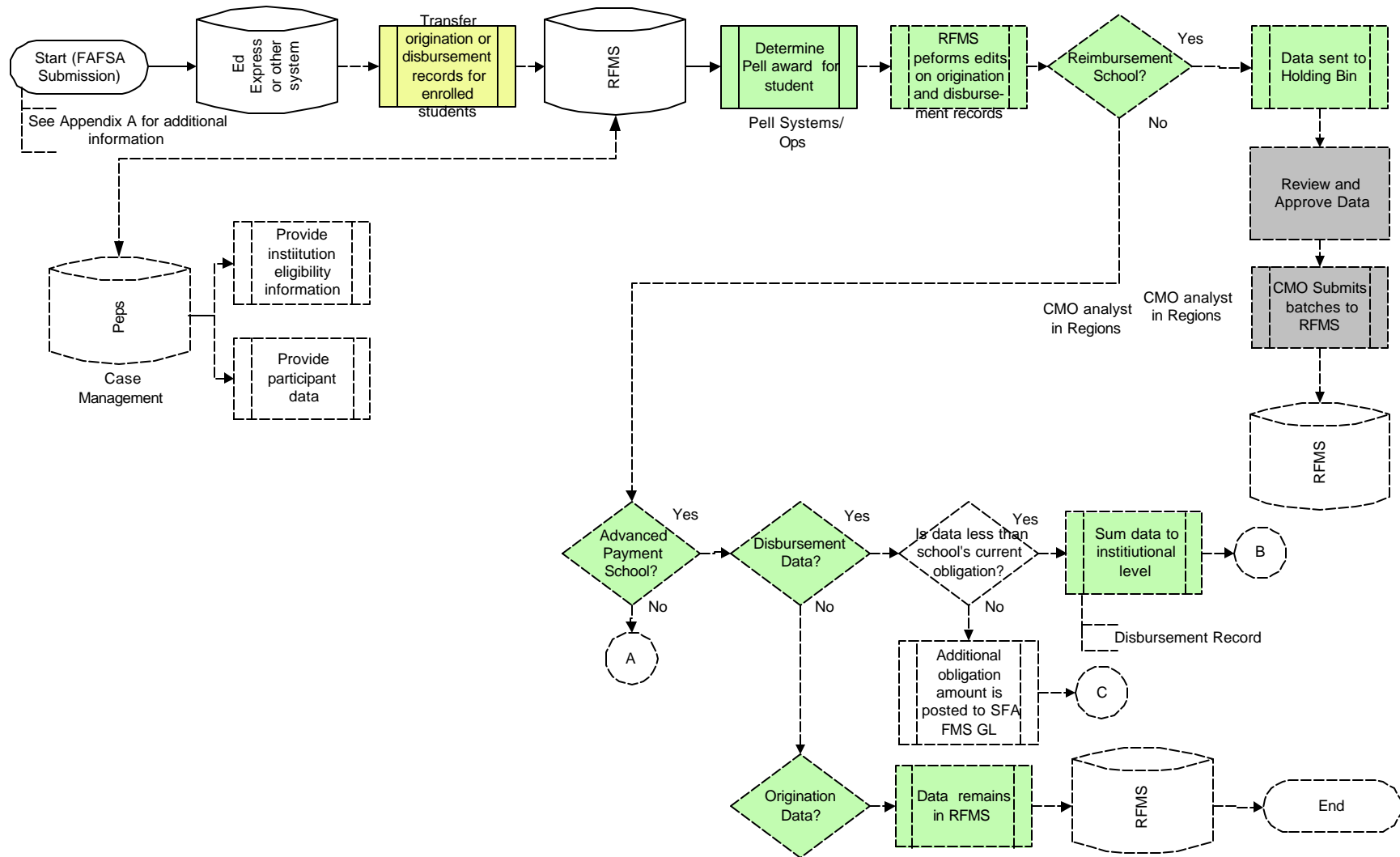




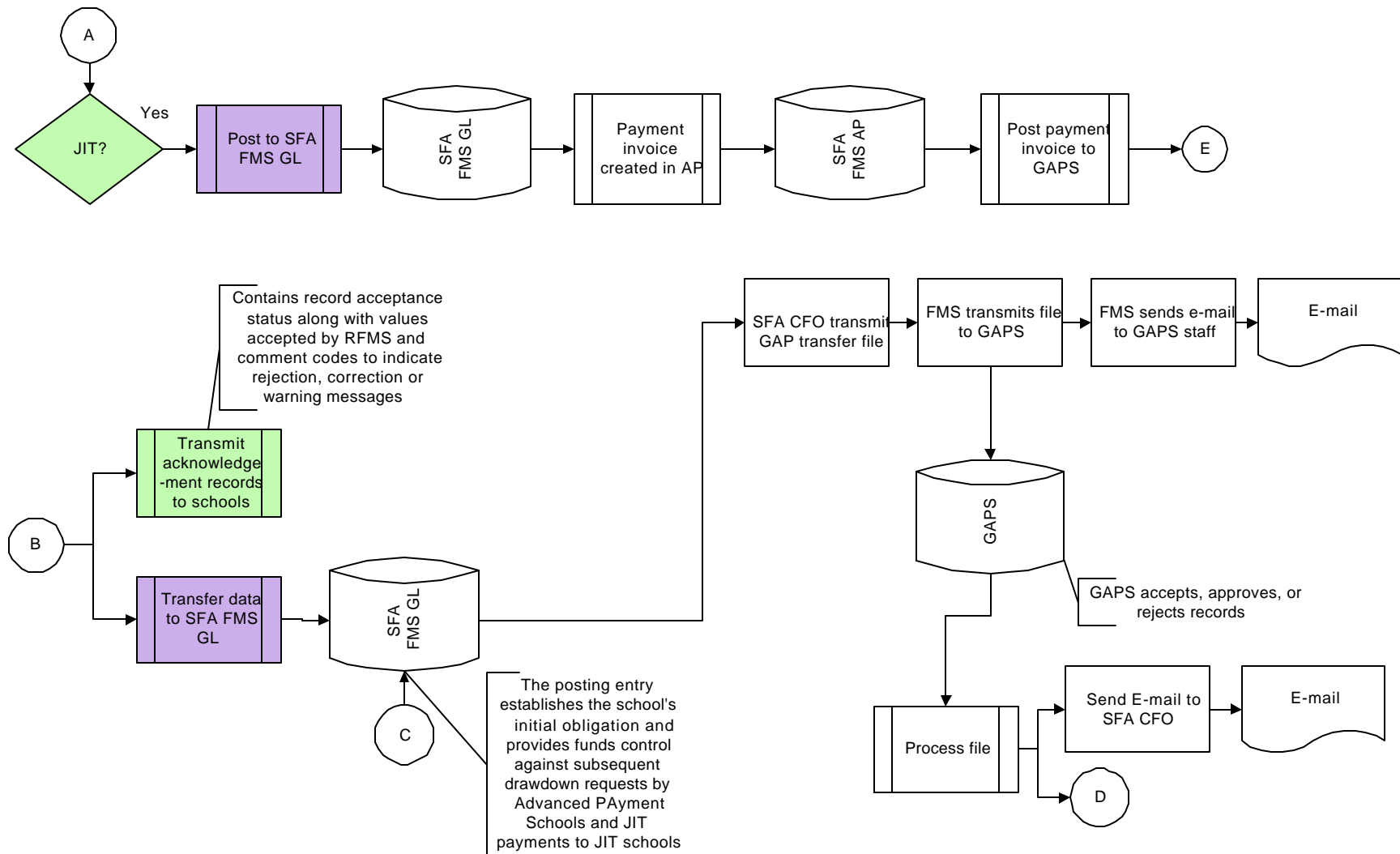


***PELL – To Be Business Process Flow (Part 1)***

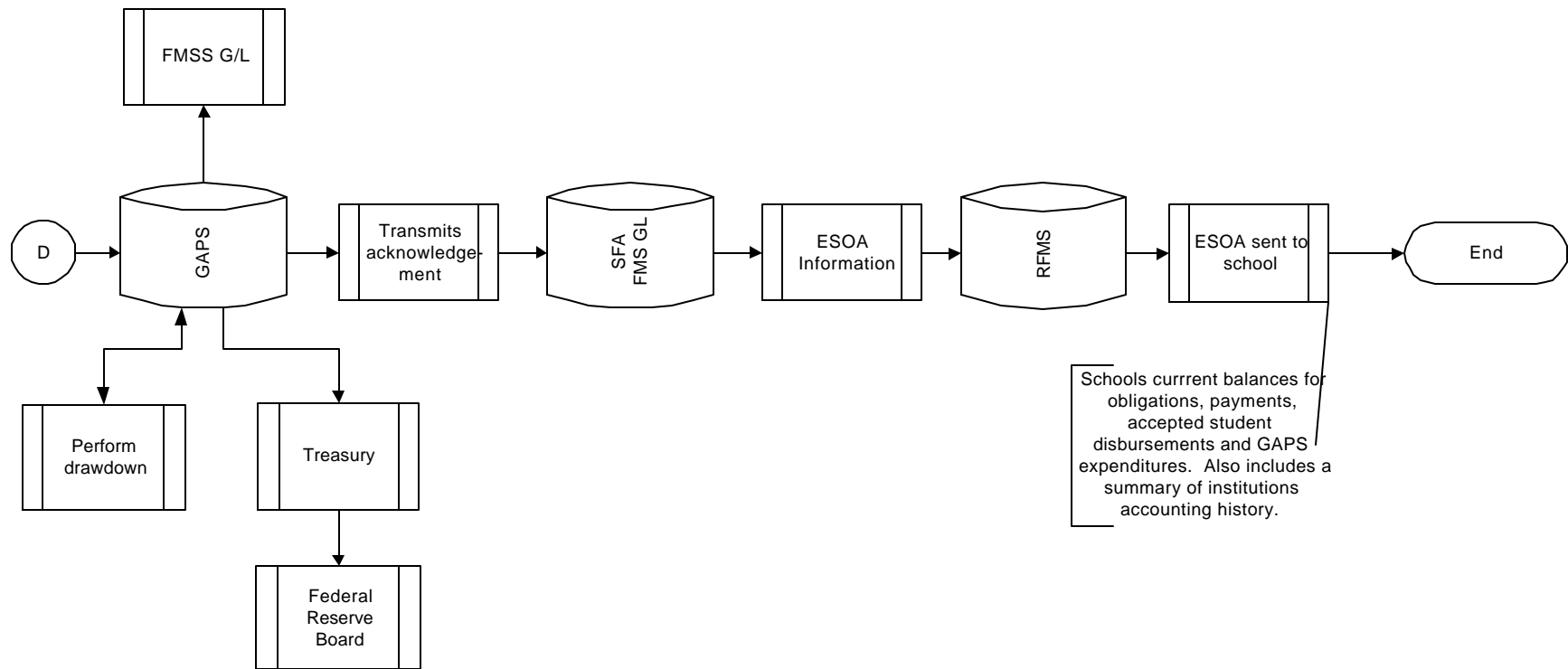




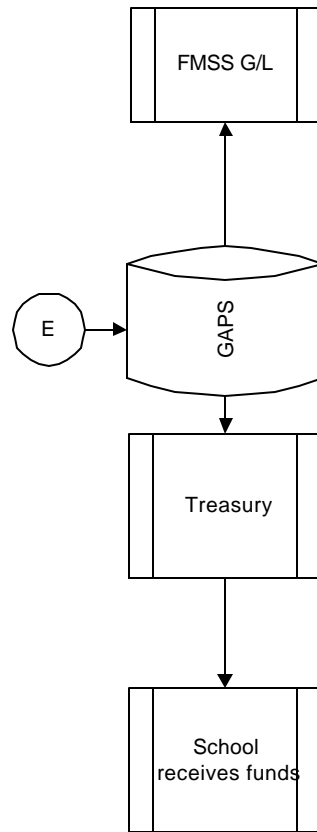
***PELL – To Be Business Process Flow (Part 2)***

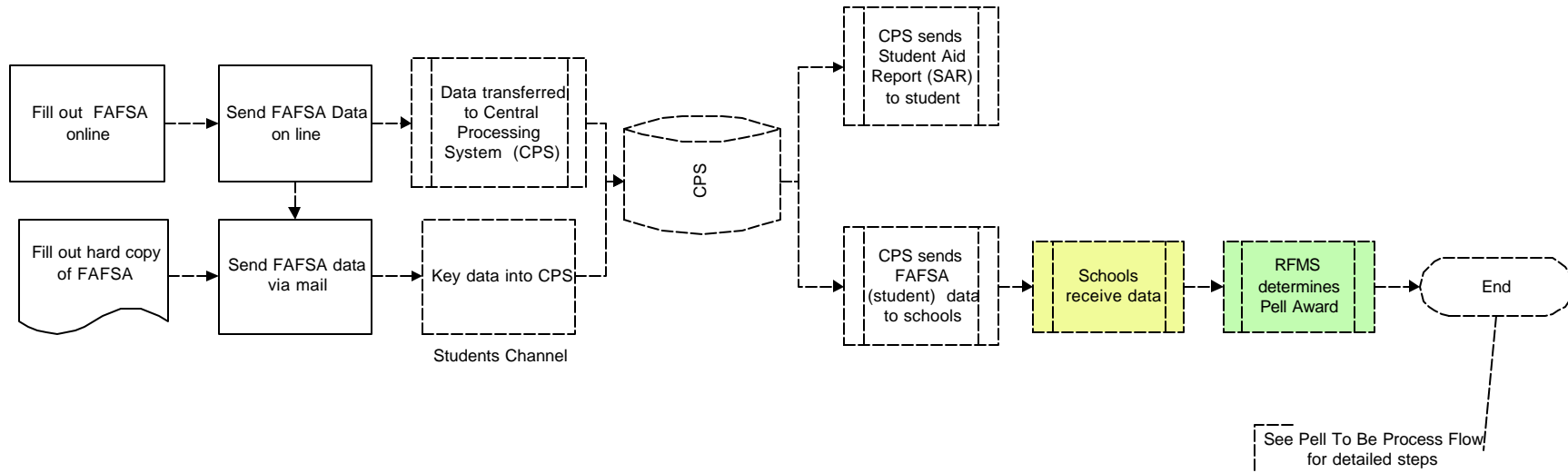


### *PELL – To Be Business Process Flow (Part 3)*



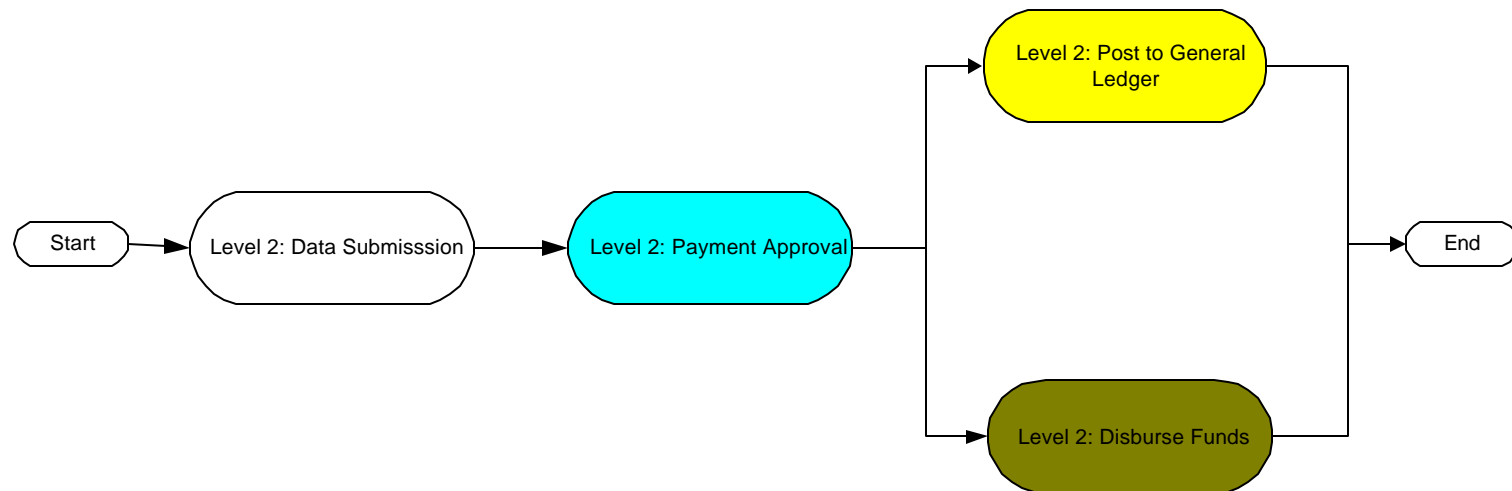
***PELL – To Be Business Process Flow (Part 4)***



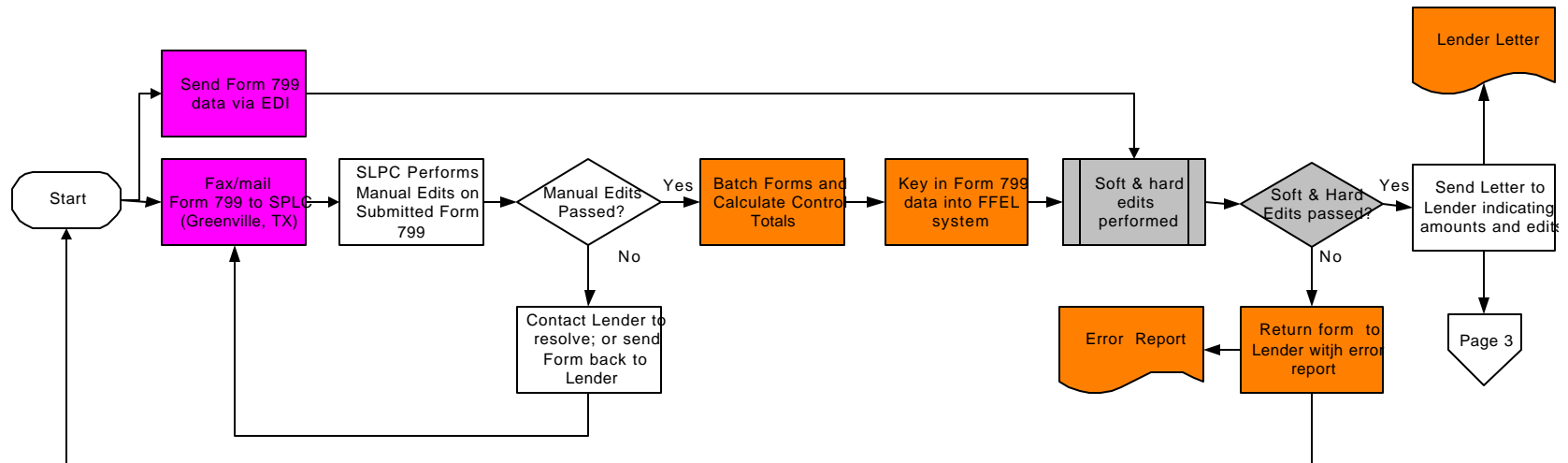


### ***FFEL Lender - As Is Level 1 Payments***

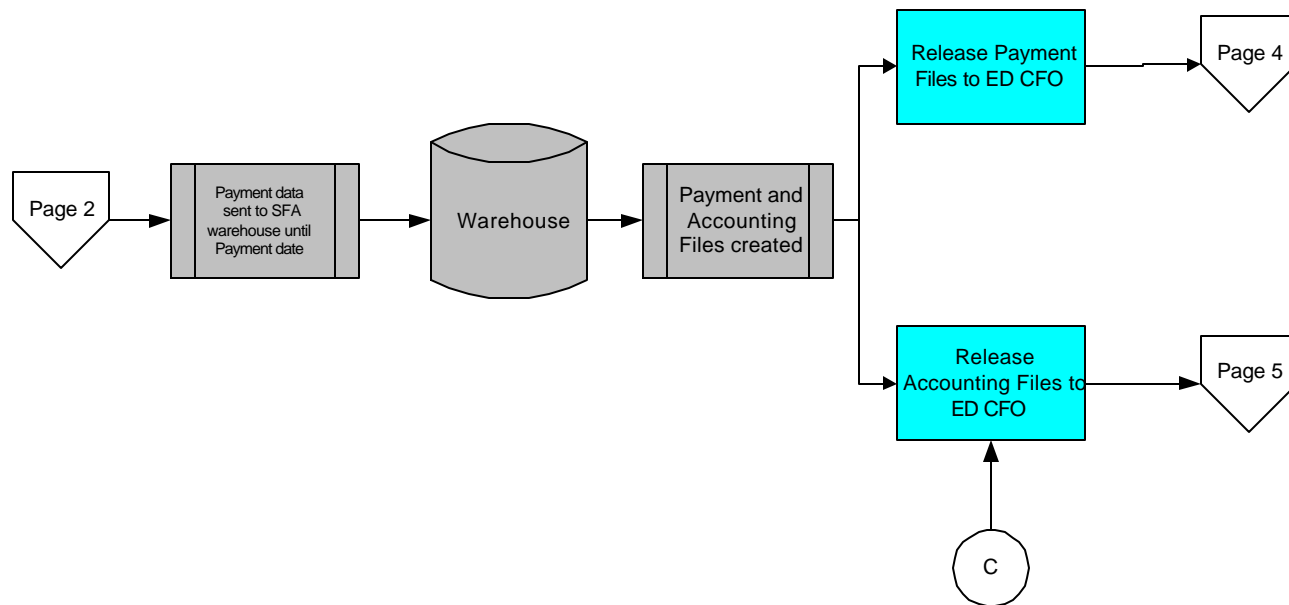
## Level 1



***FFEL Lender - As Is Level 2: Data Submission***

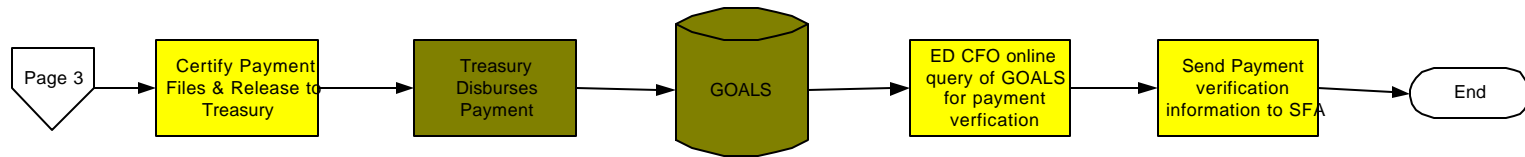


### *FFEL Lender - Level 2: Payment Approval*

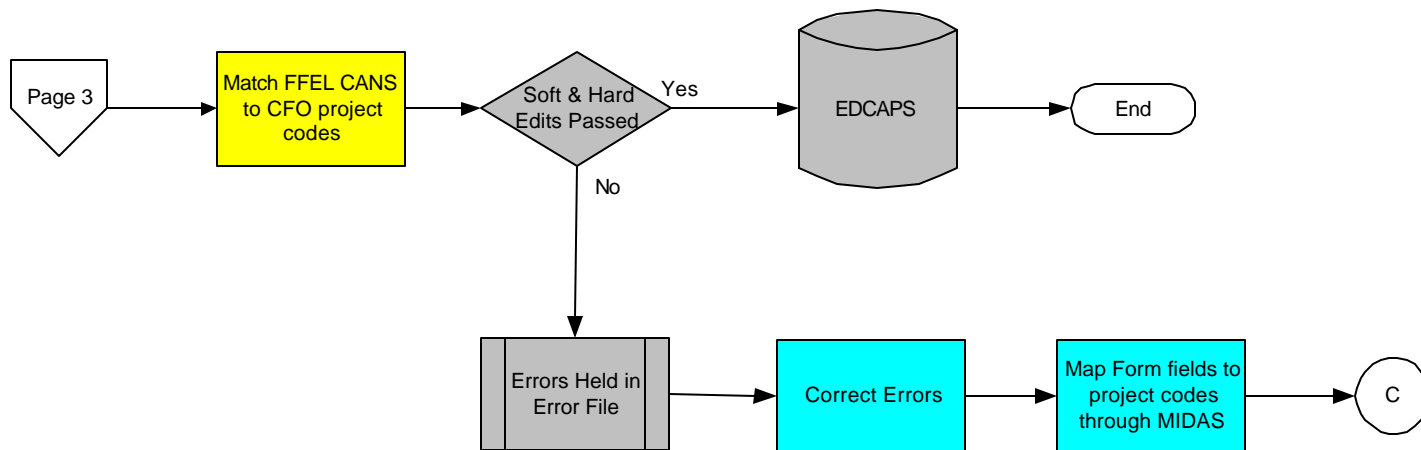


***FFEL Lender - Level 2: Disperse Funds***

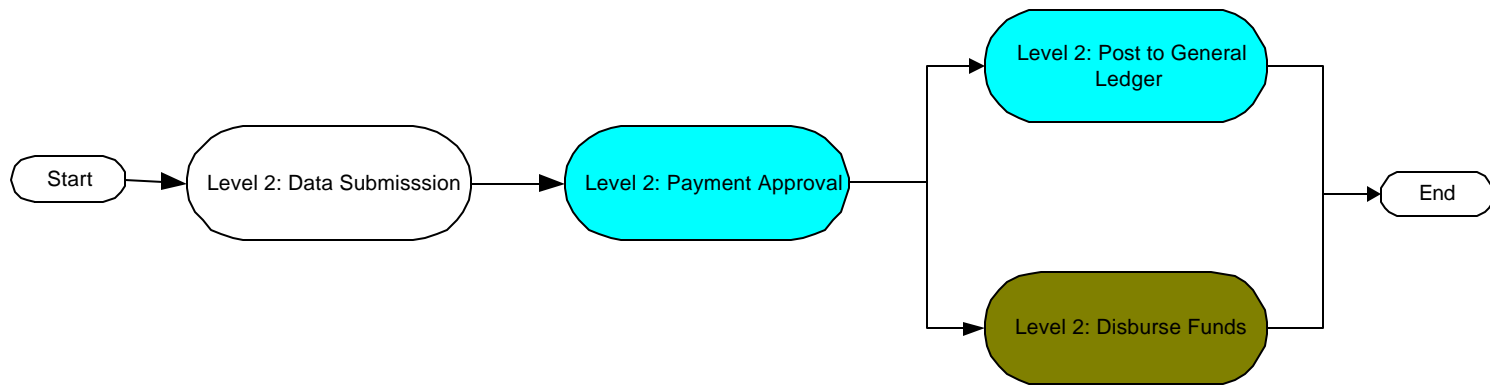




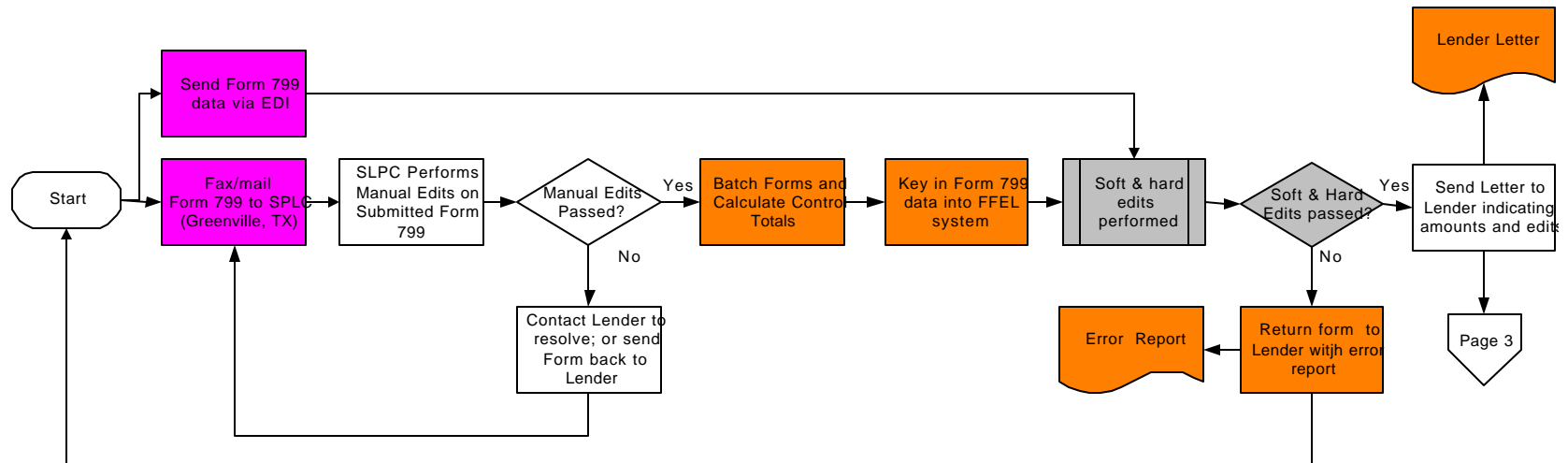
***FFEL Lender - Level 2: Post to General Ledger***



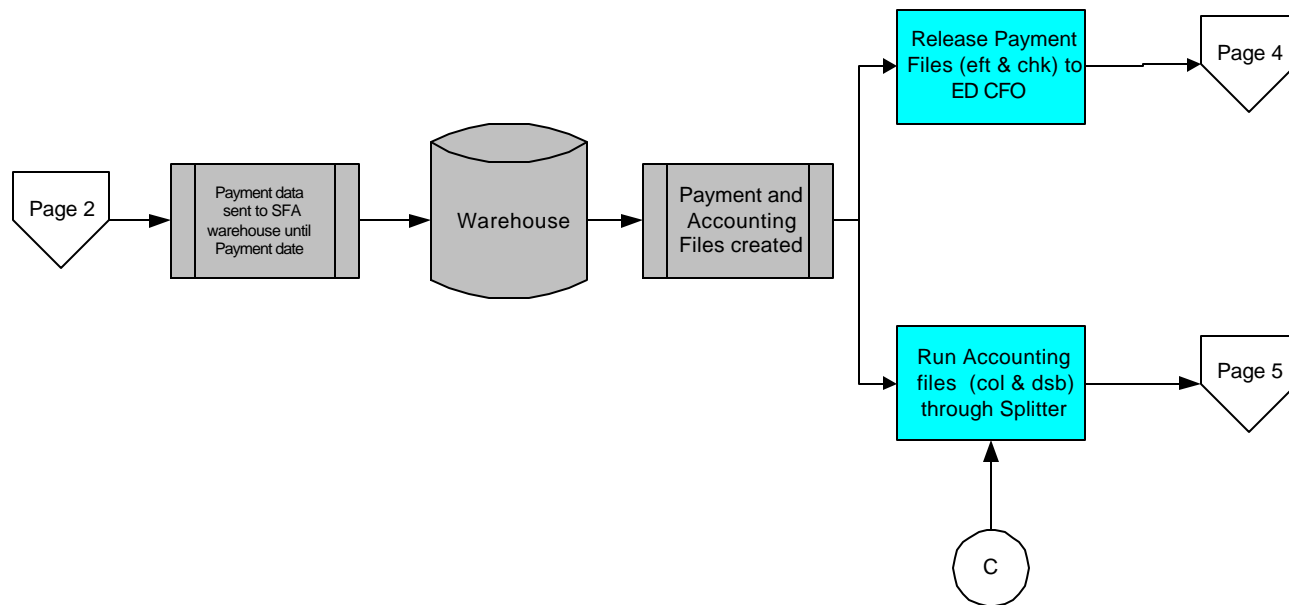
***FFEL Lender - Interim Process Level 1***



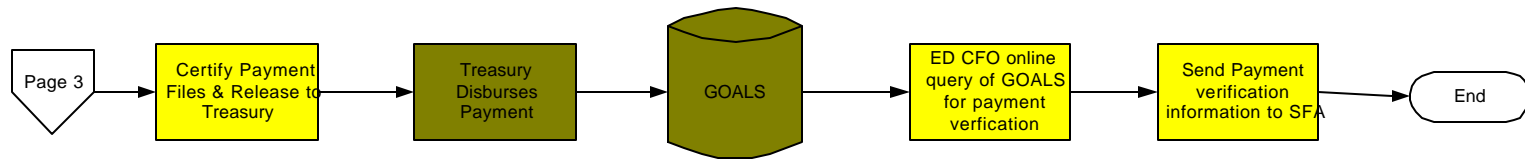
***FFEL Lender - Interim Process Level 2: Data Submission***



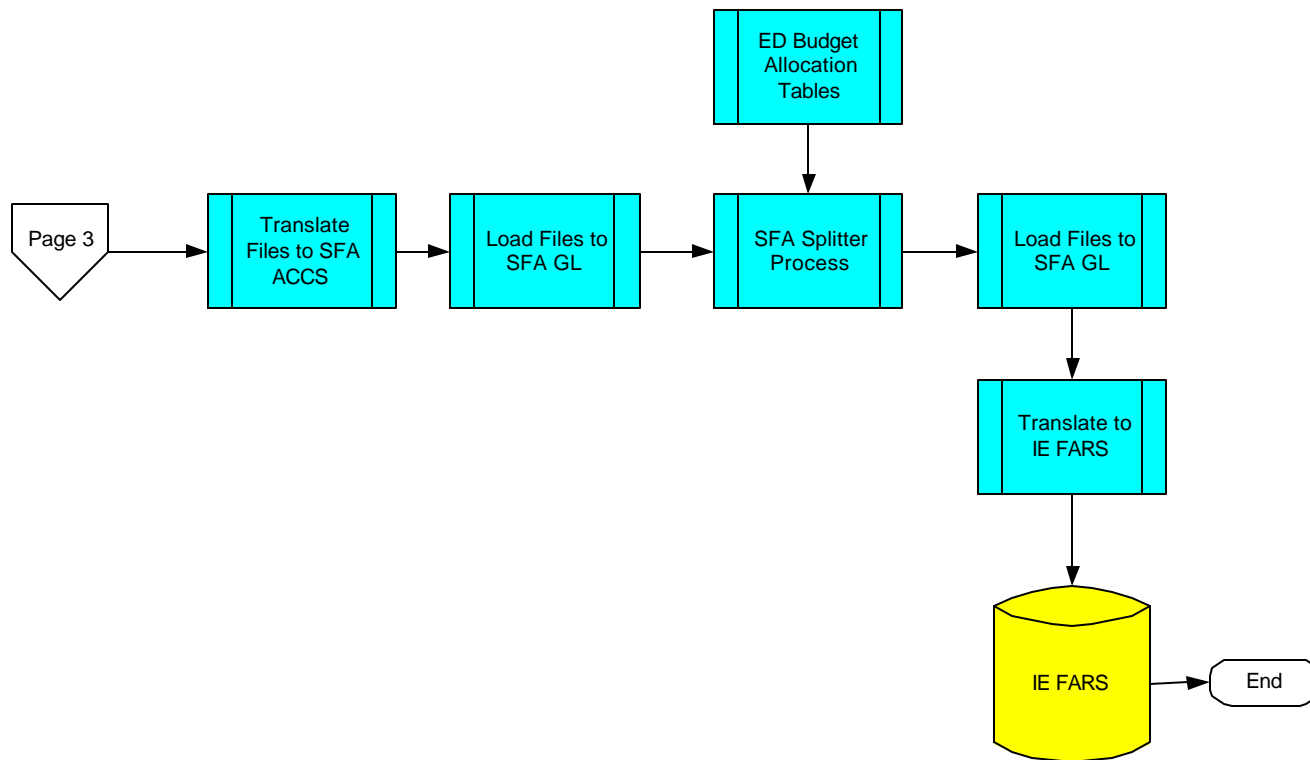
***FFEL Lender - Interim Process Level 2: Payment Approval***



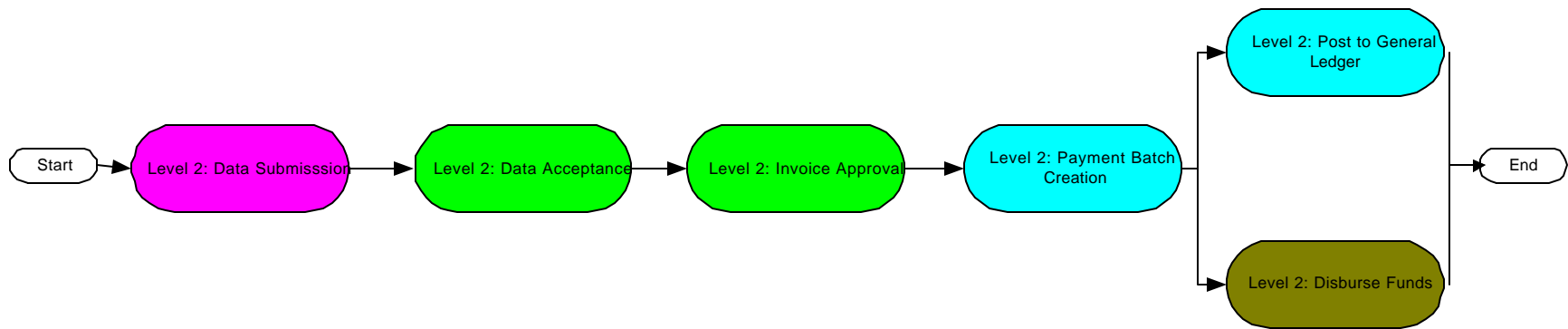
***FFEL Lender - Interim Process Level 2: Disperse Funds***



***FFEL Lender - Interim Process Level 2: Post to General Ledger***

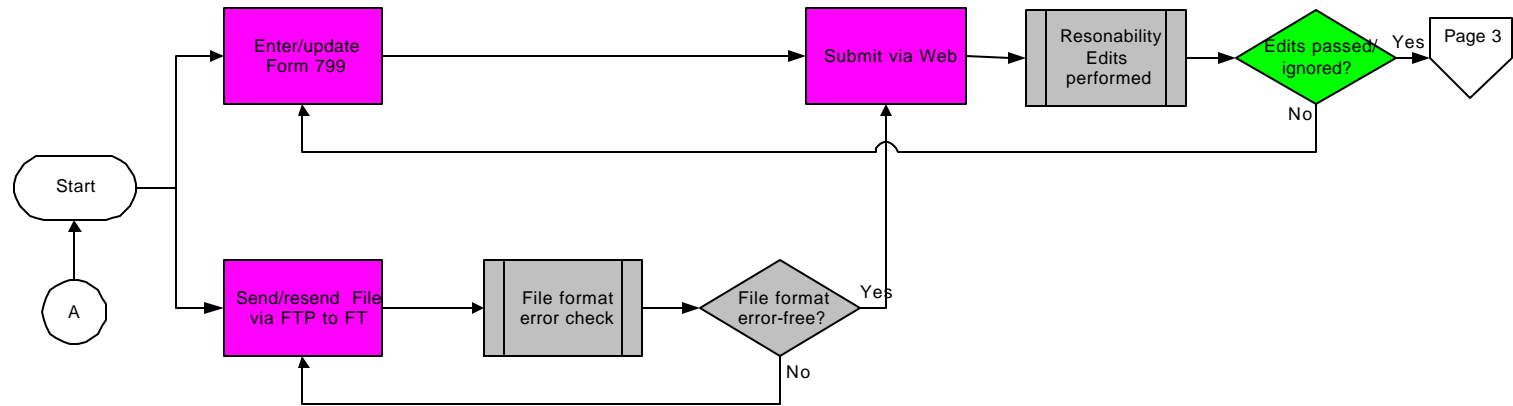


***FFEL Lender - Final Process Level 1***

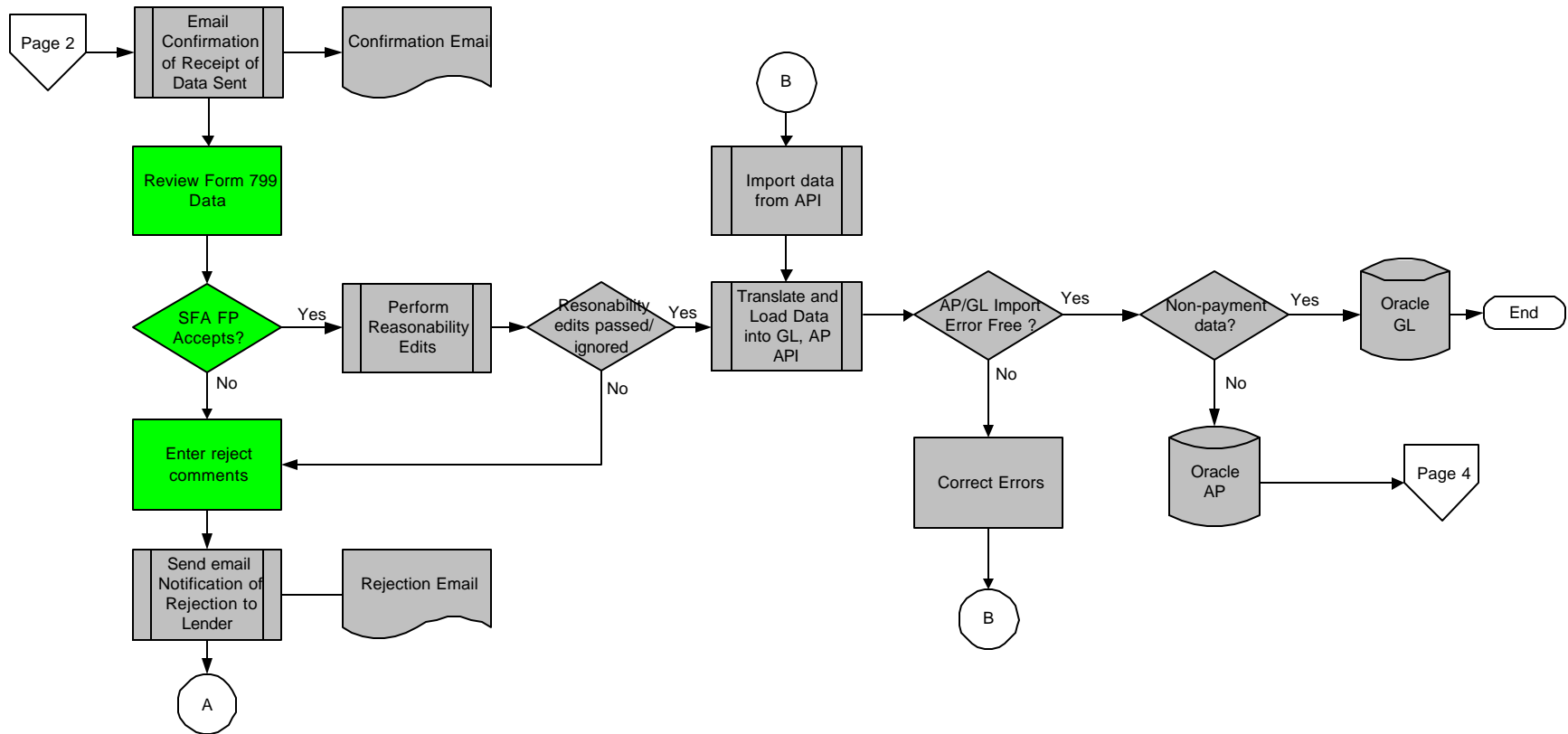


***FFEL Lender - Final Process Level 2: Data Submission***

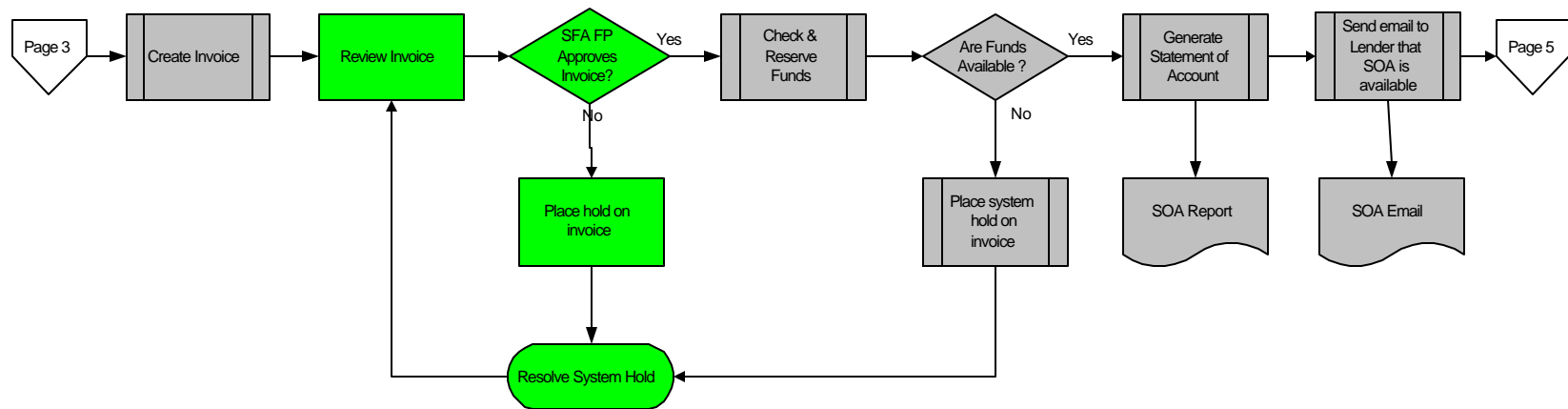




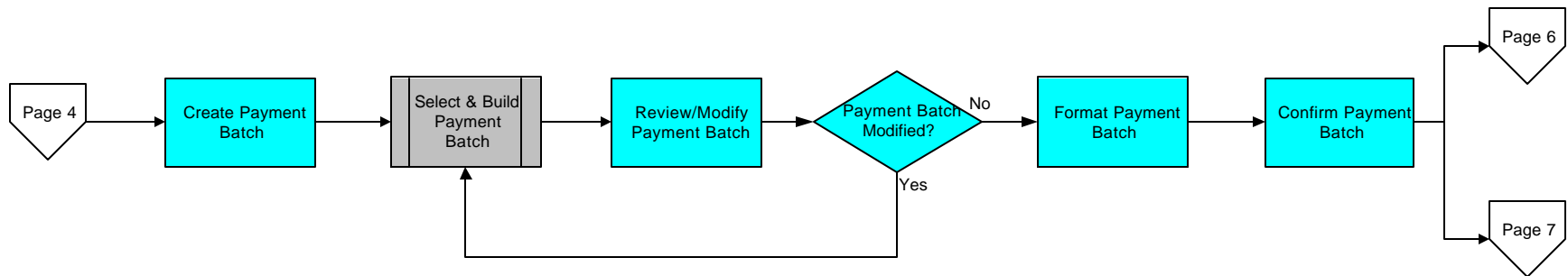
***FFEL Lender - Final Process Level 2: Data Acceptance***



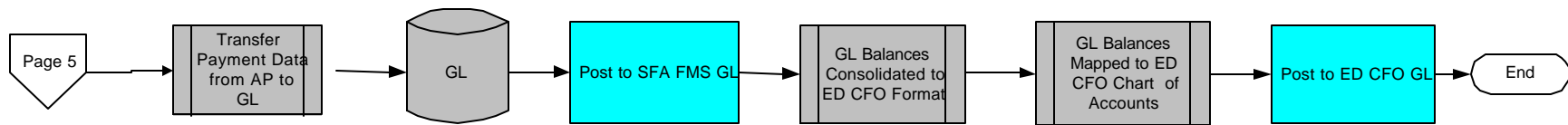
***FFEL Lender - Final Process Level 2: Invoice Approval***



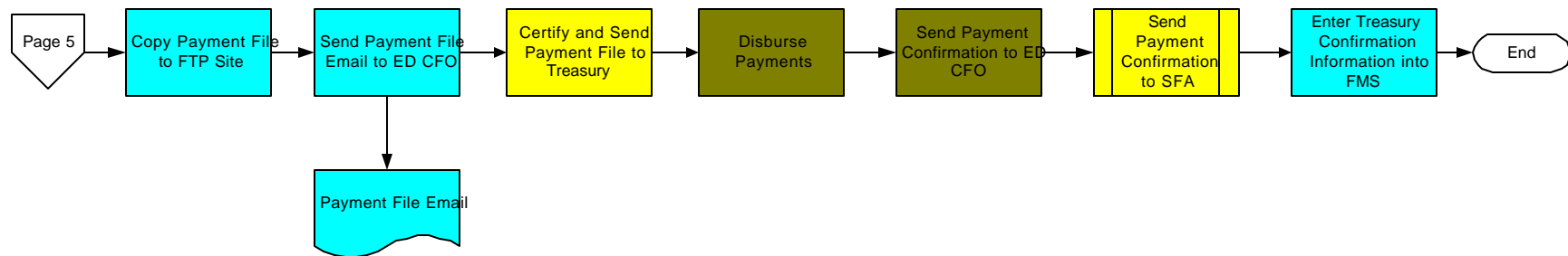
***FFEL Lender - Final Process Level 2: Payment Batch Creation***



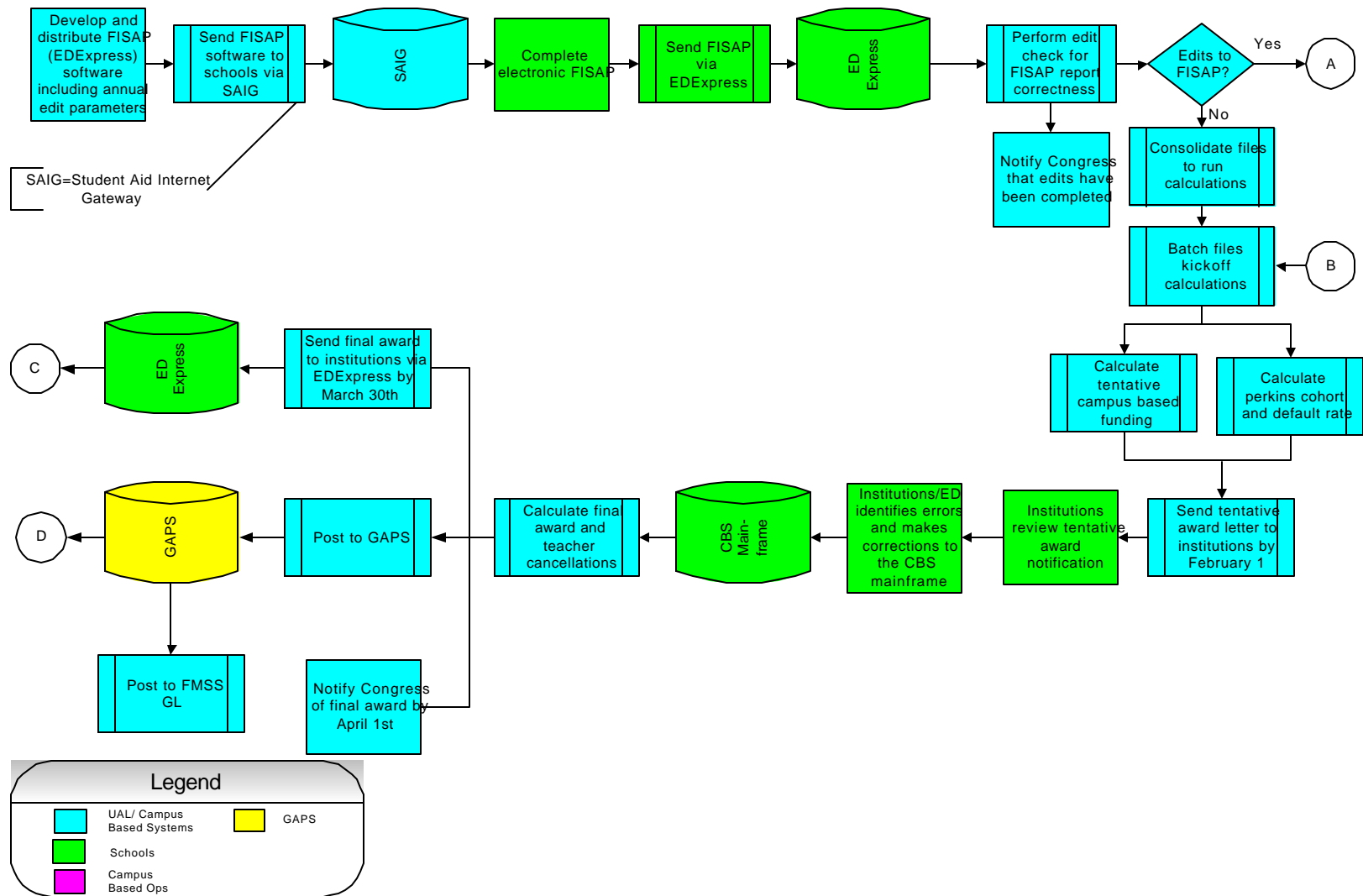
***FFEL Lender - Final Process Level 2: Post to General Ledger***



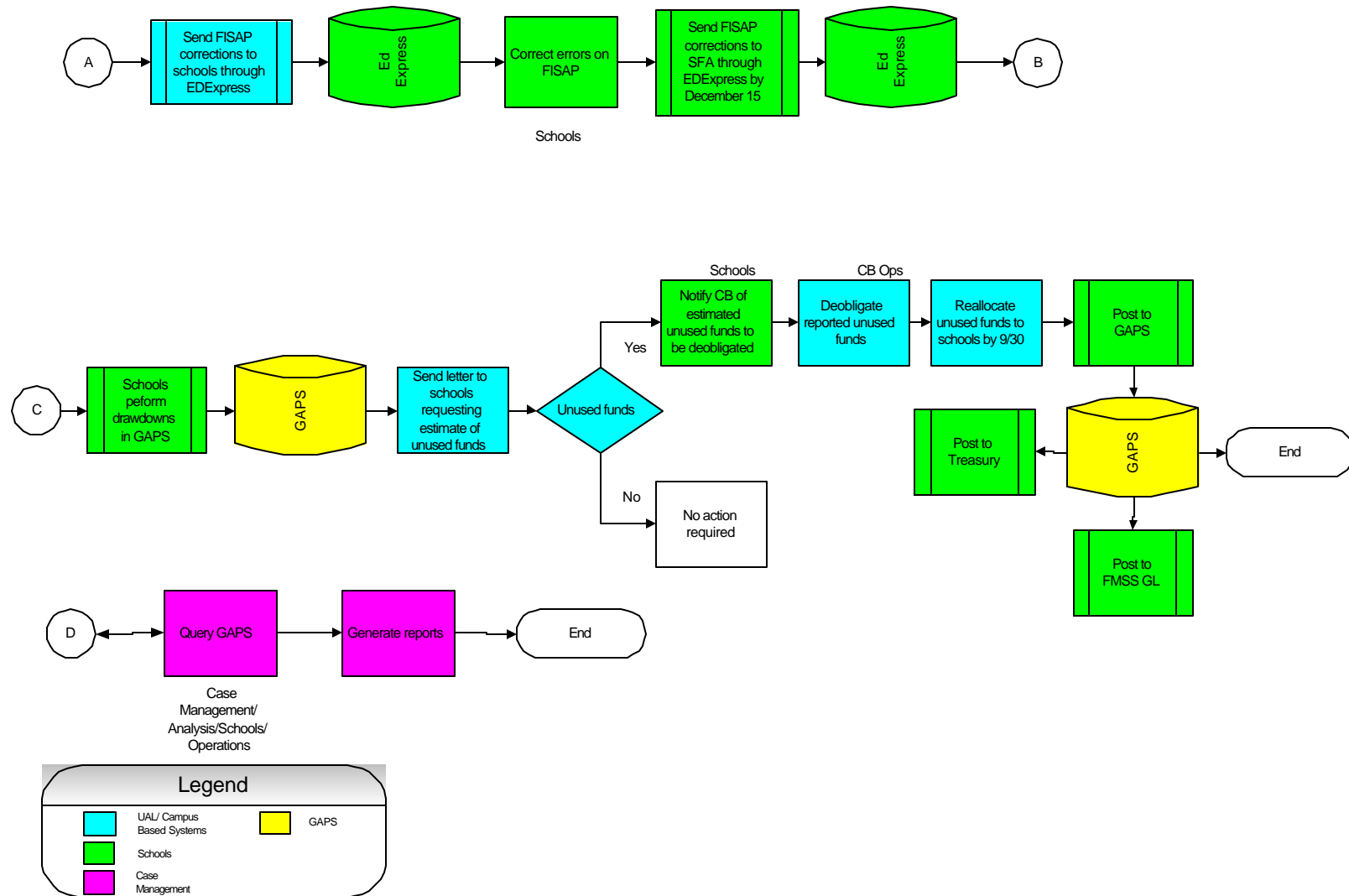
***FFEL Lender - Final Process Level 2: Disperse Funds***



*Campus Based - As Is Process: Submission/Acceptance of FISAP*

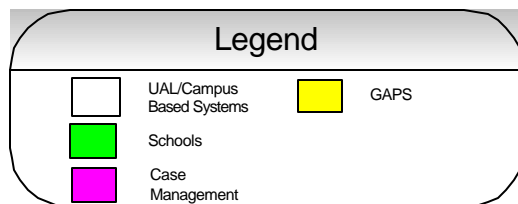
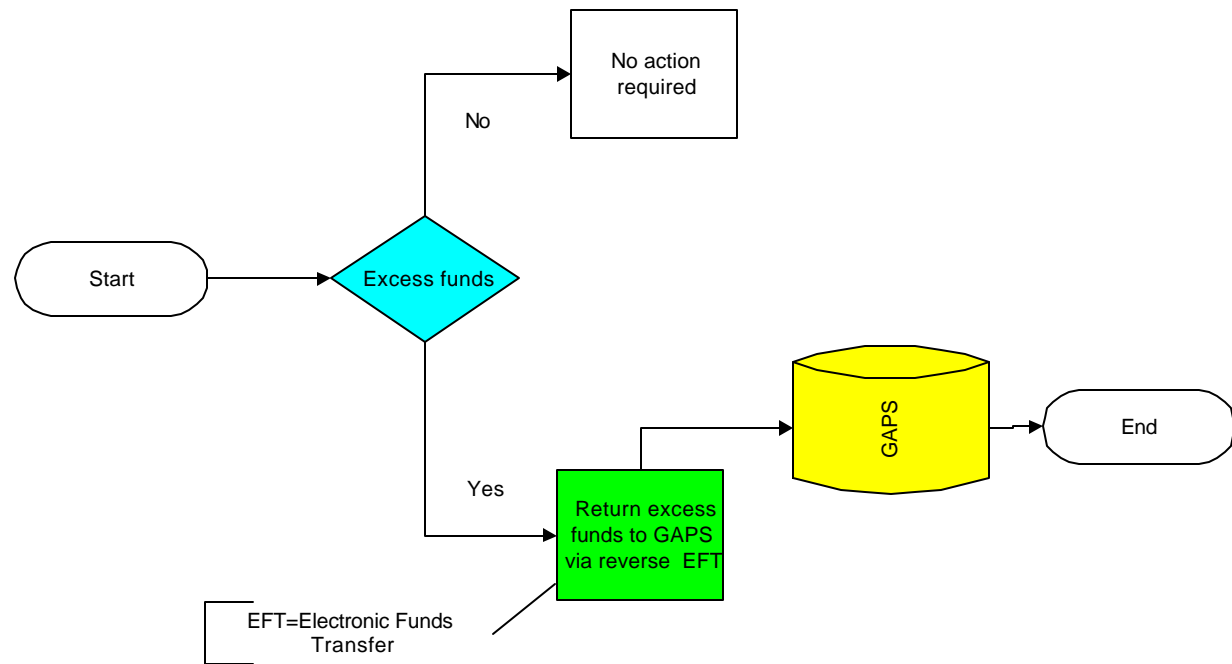


**Campus Based - As Is Process: Submission/Acceptance of FISAP 2**

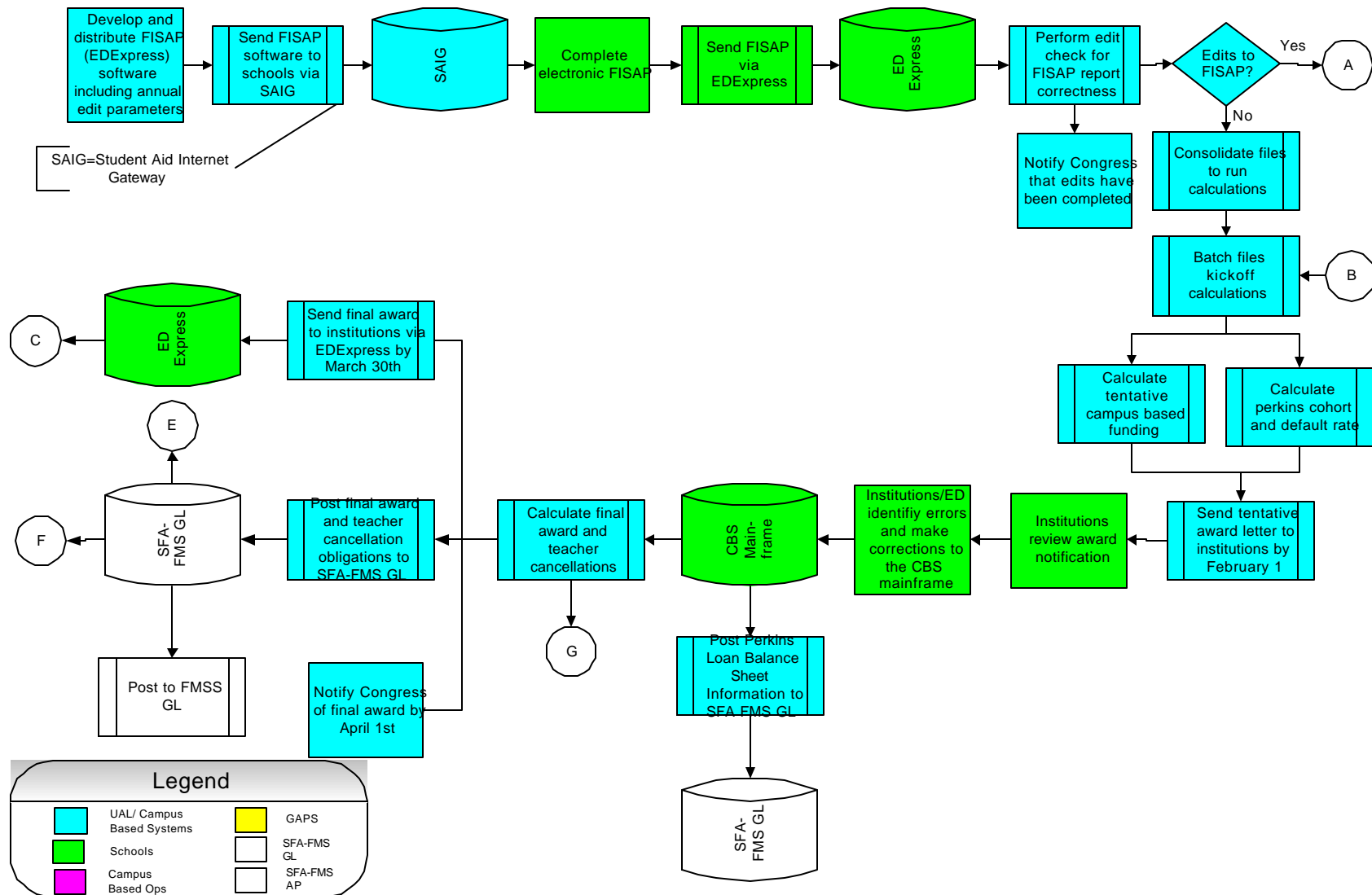


### *Campus Based - As Is Process: Excess Funds*

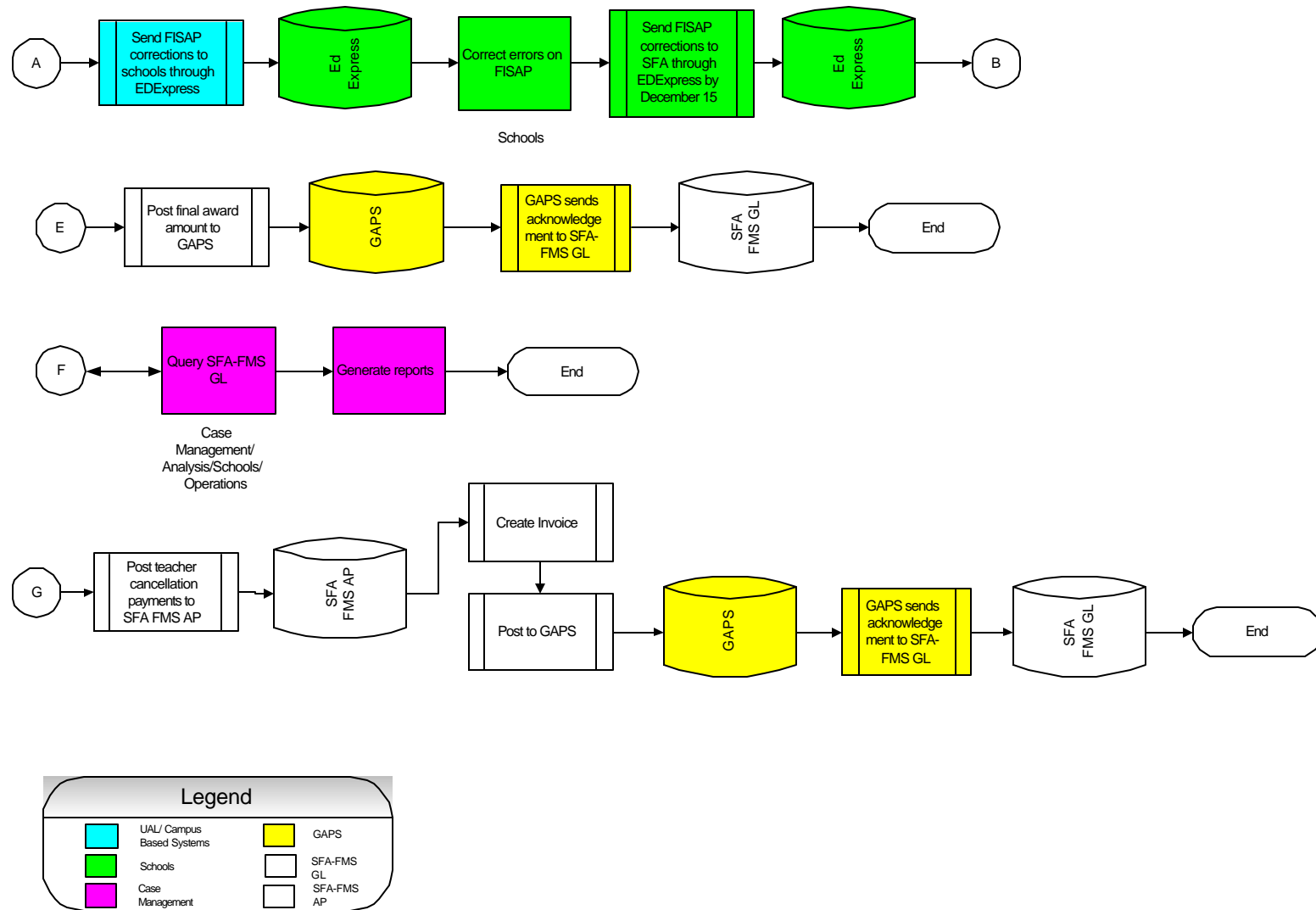




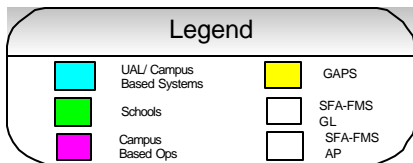
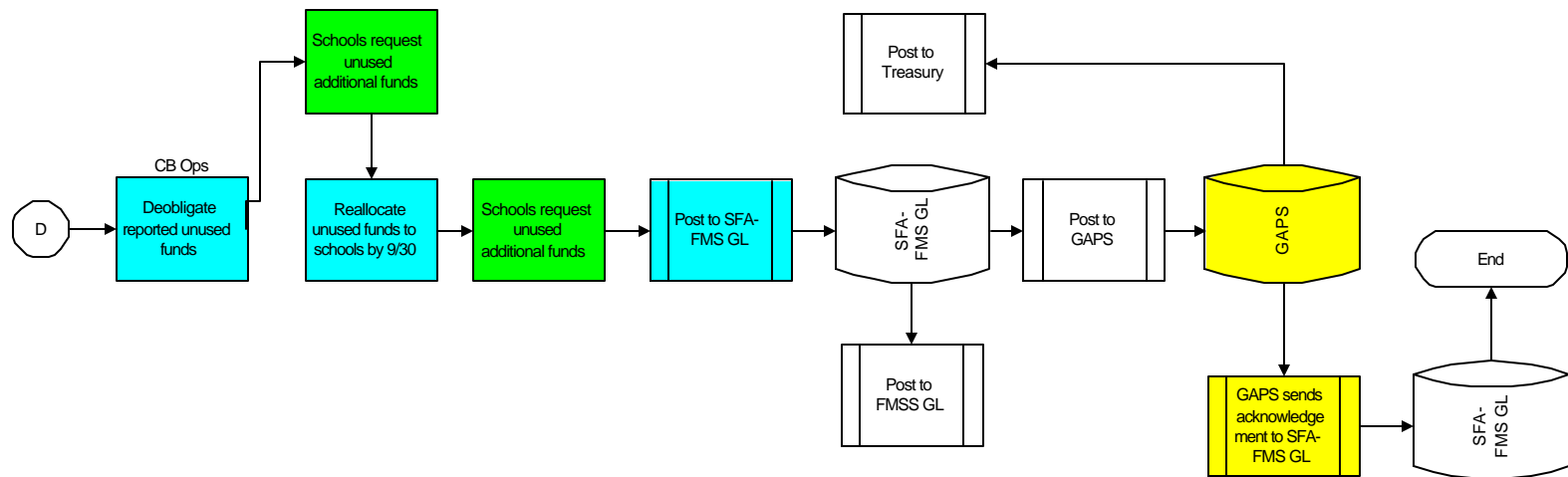
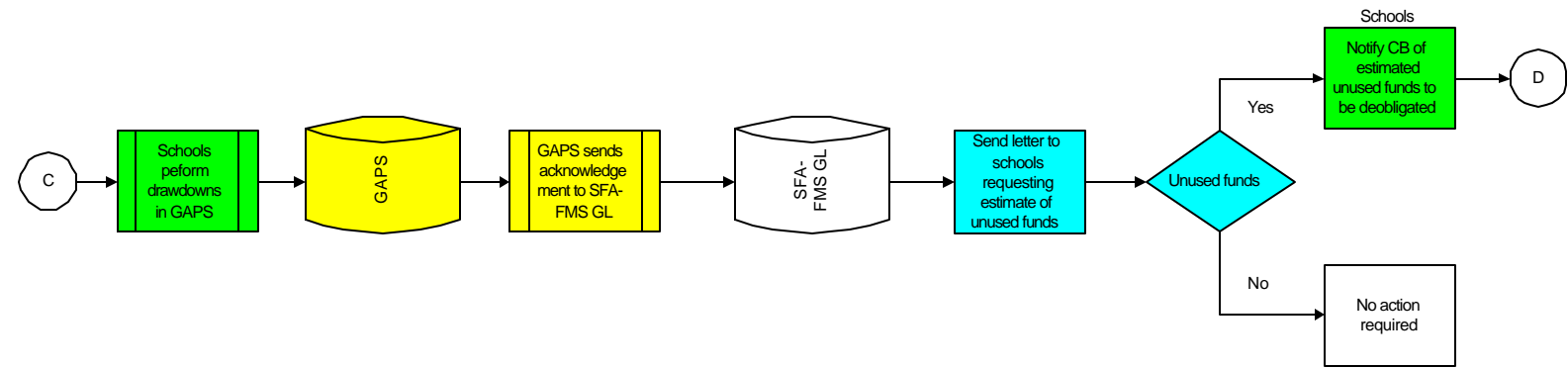
***Campus Based - To Be Process: Submission/Acceptance of FISAP***



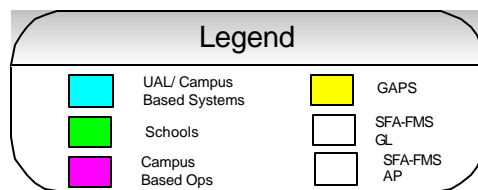
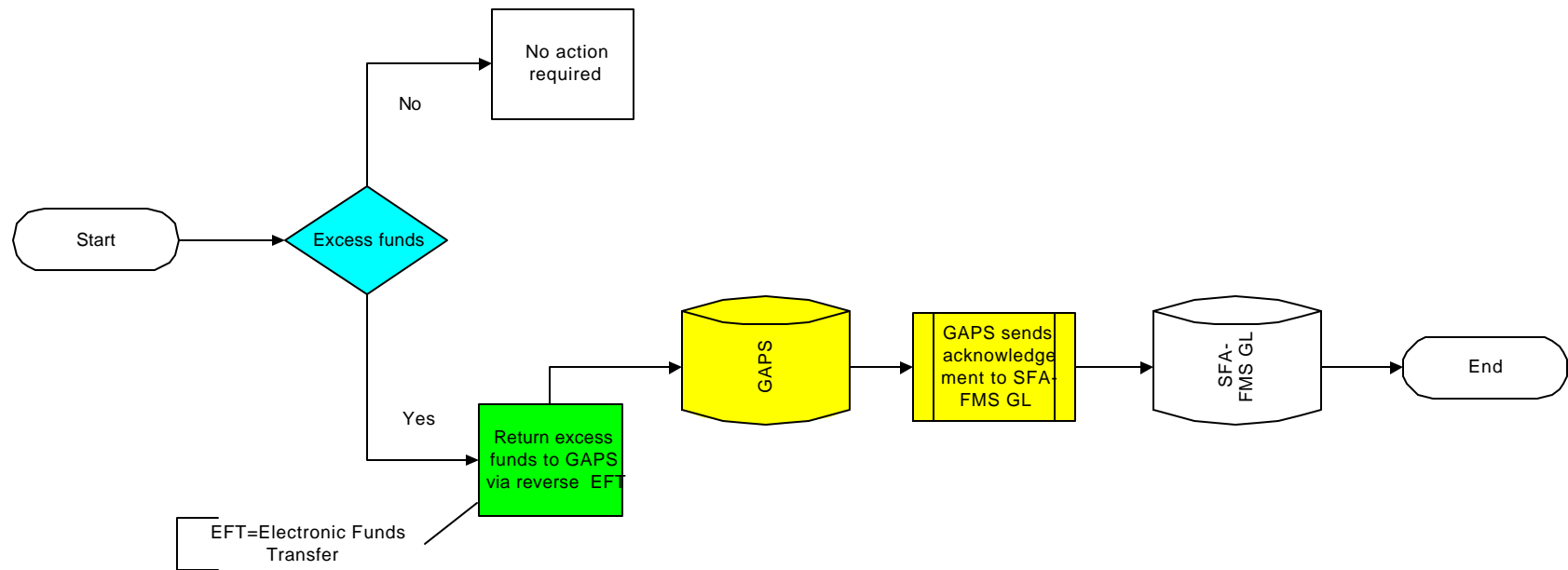
**Campus Based - To Be Process: Submission/Acceptance of FISAP 2**



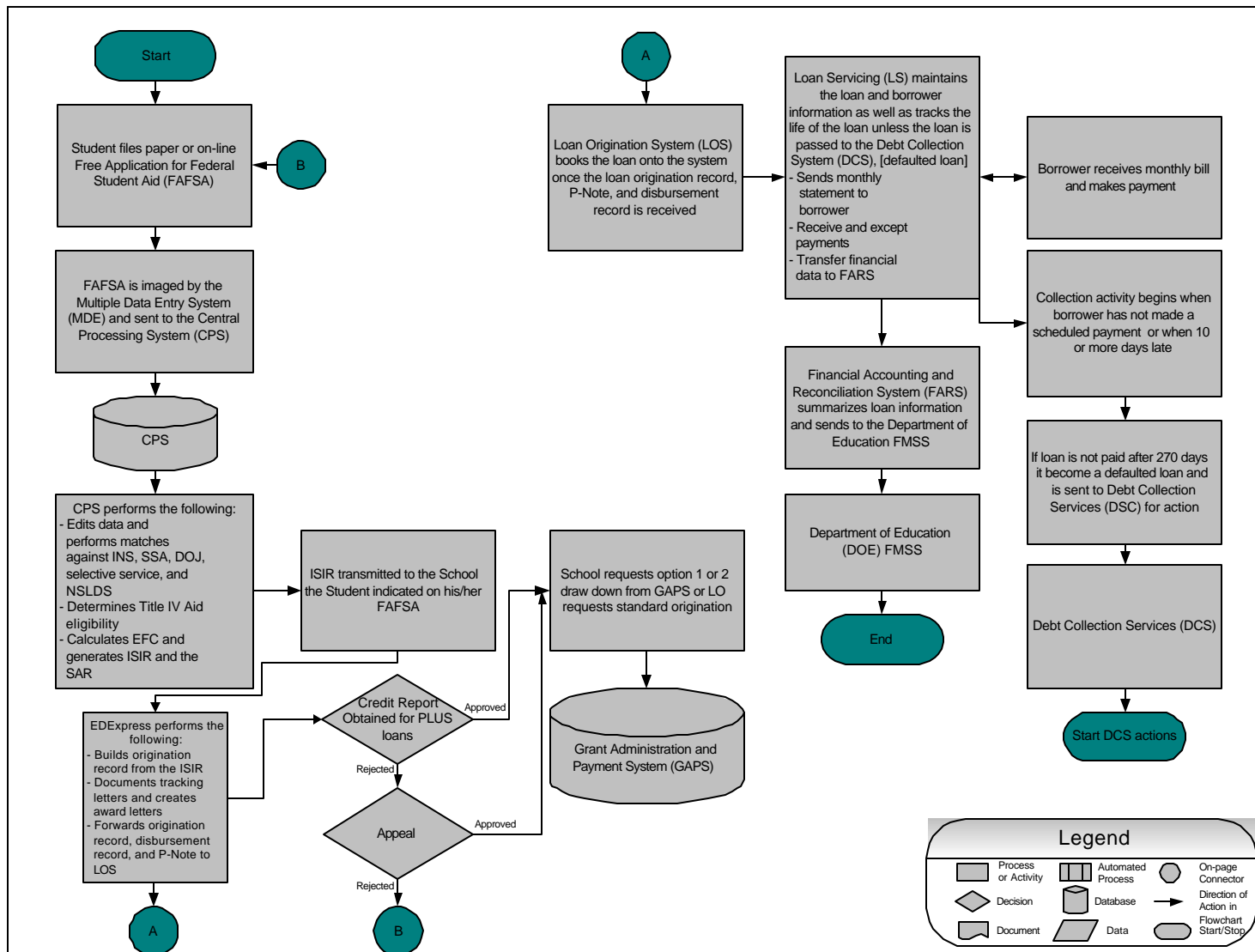
### *Campus Based - To Be Process: Submission/Acceptance of FISAP 3*



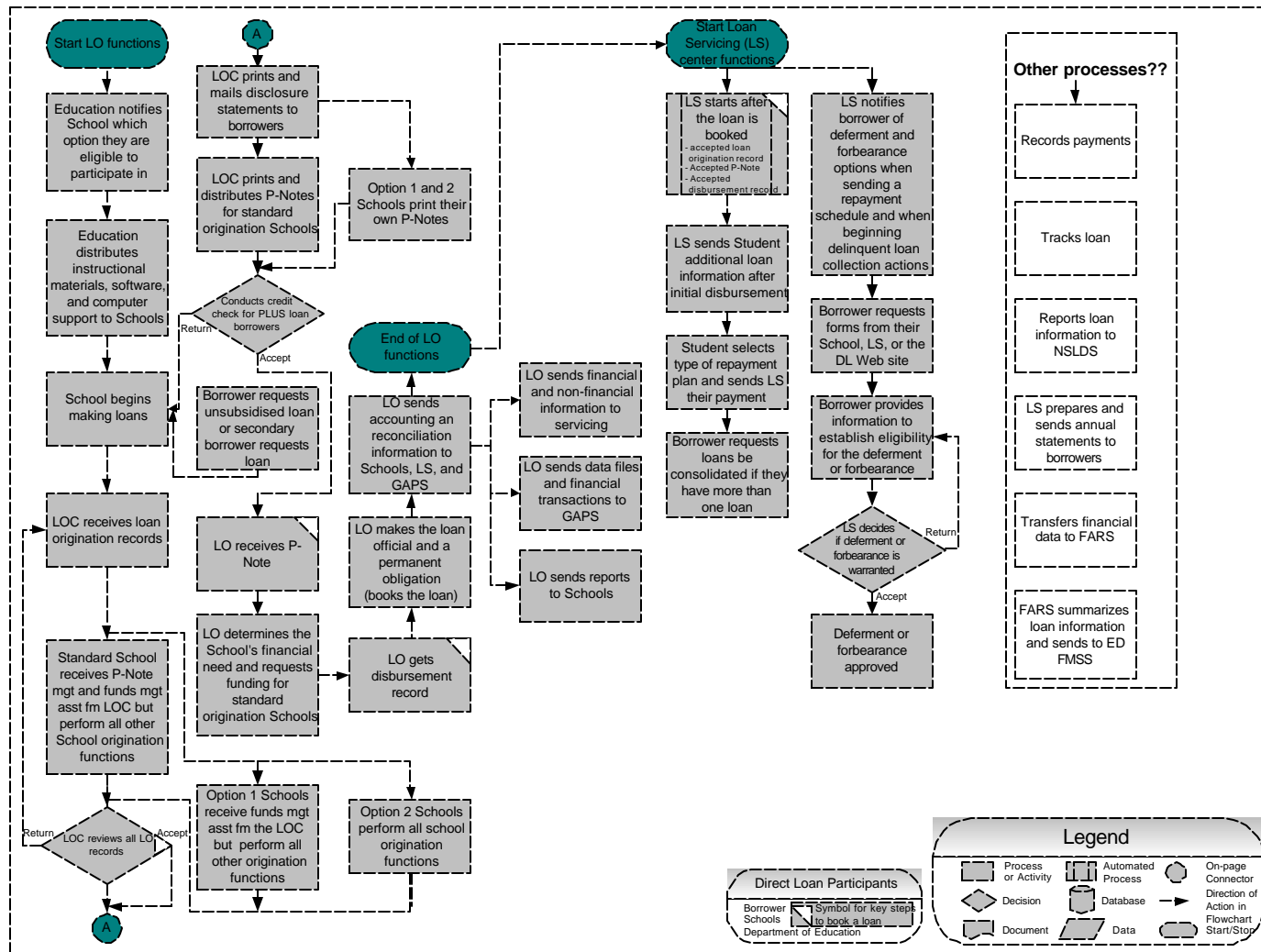
**Campus Based - To Be Process: Excess Funds**



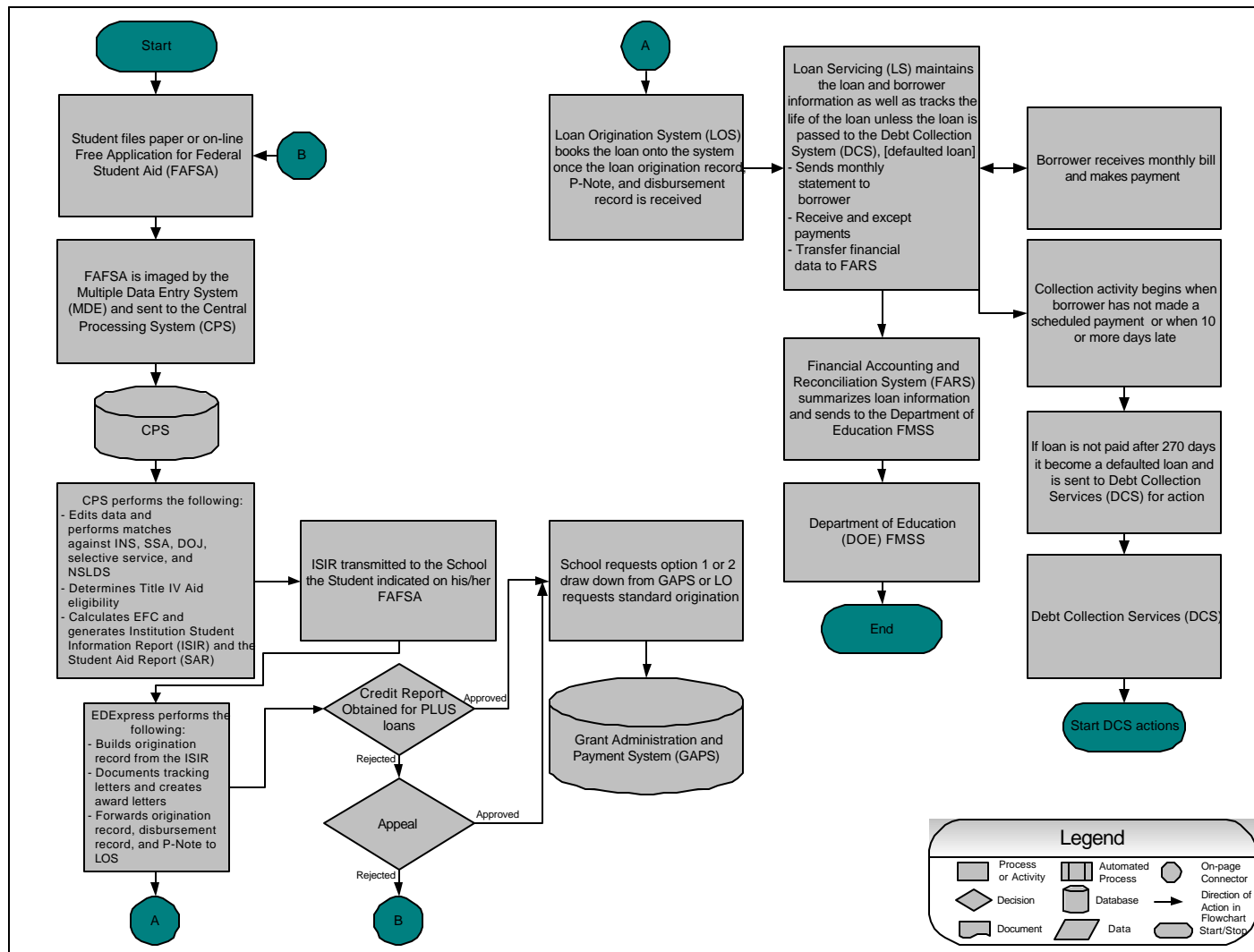
***Direct Loan - As Is High Level Process***



***Direct Loan – As Is Detailed Process***

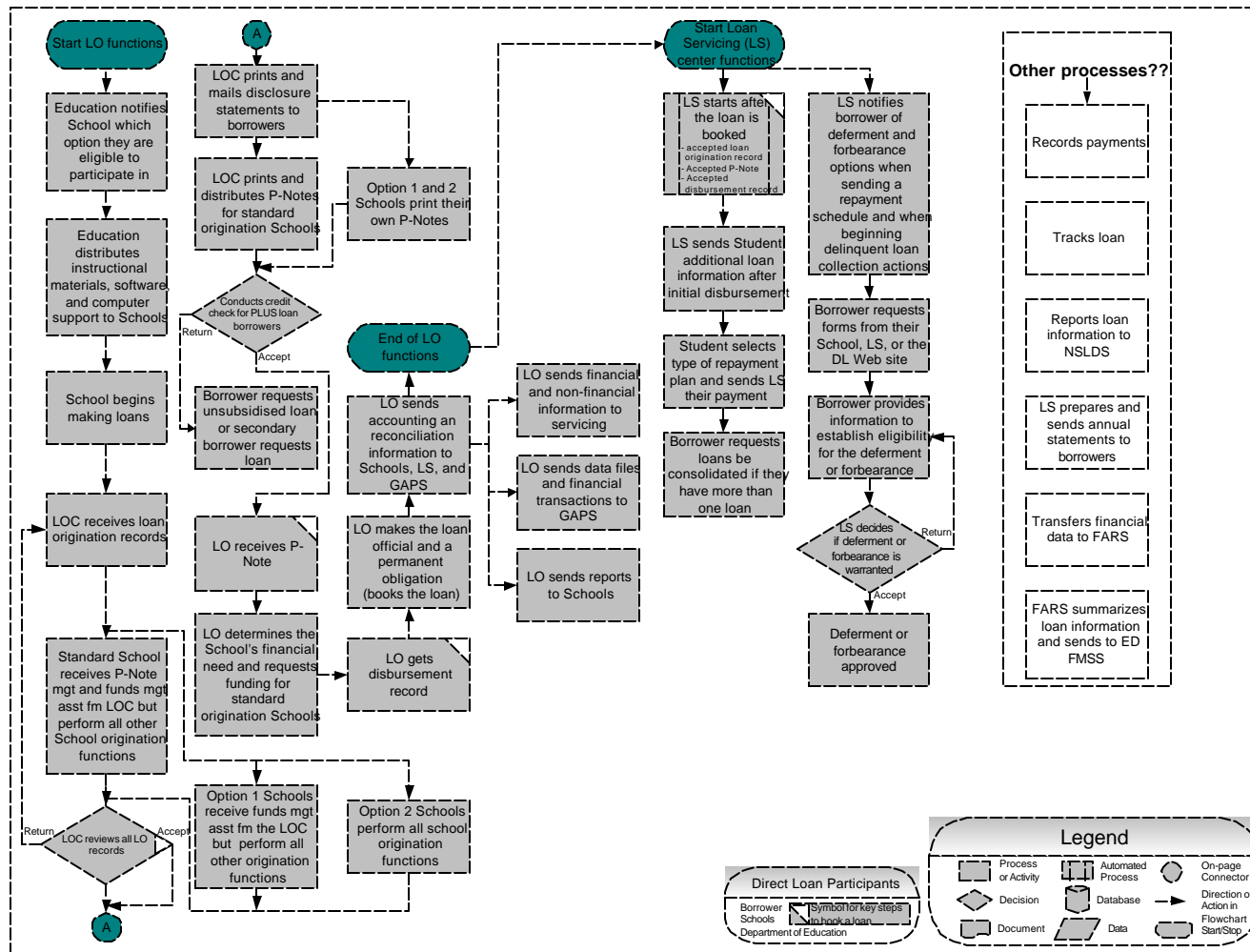


*Direct Loan – To Be High level Process*

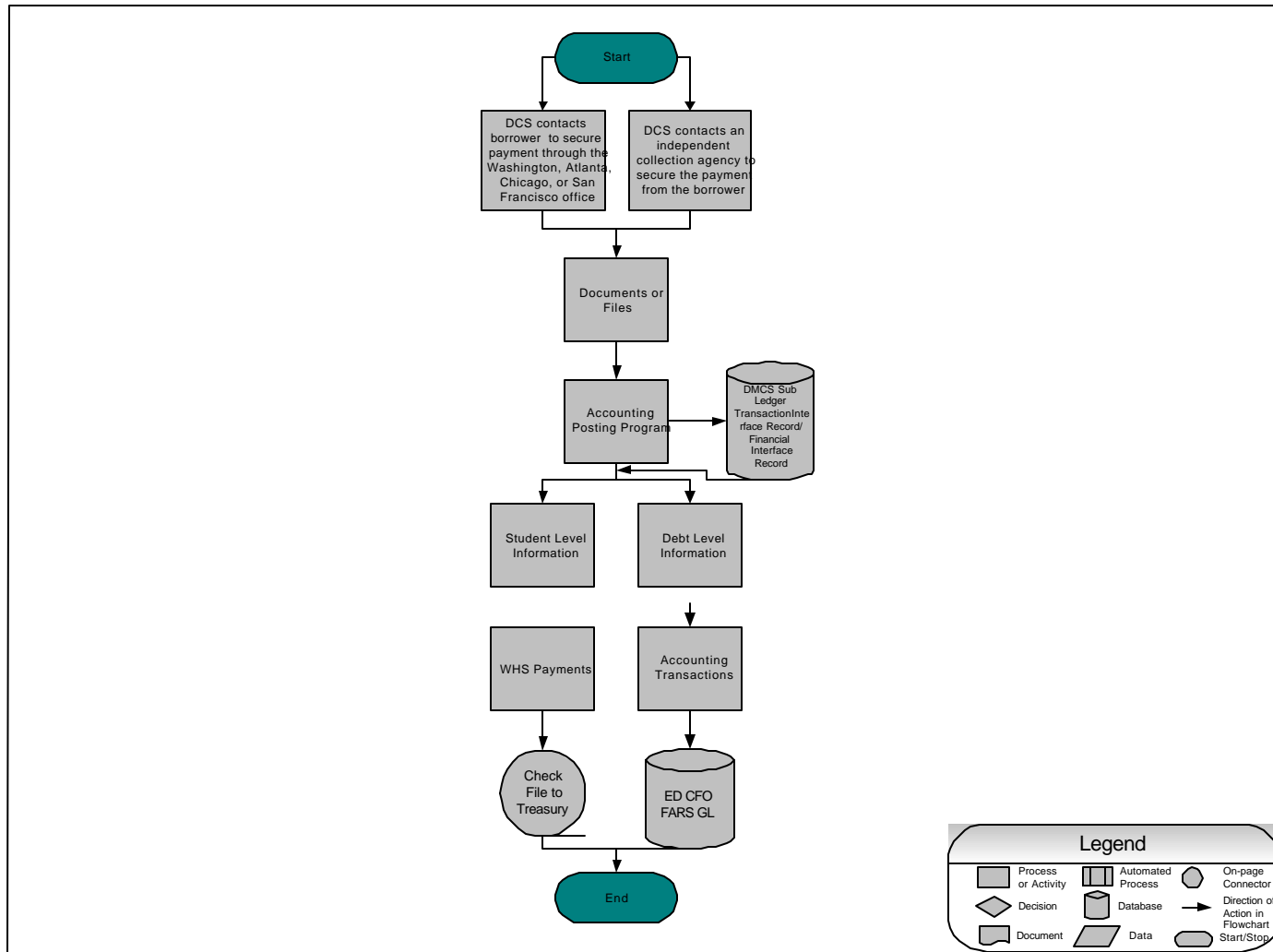


### Direct Loan – To Be Detailed Process





## Debt Collection Services - As Is Process



### *Debt Collection Services - To Be Process*

